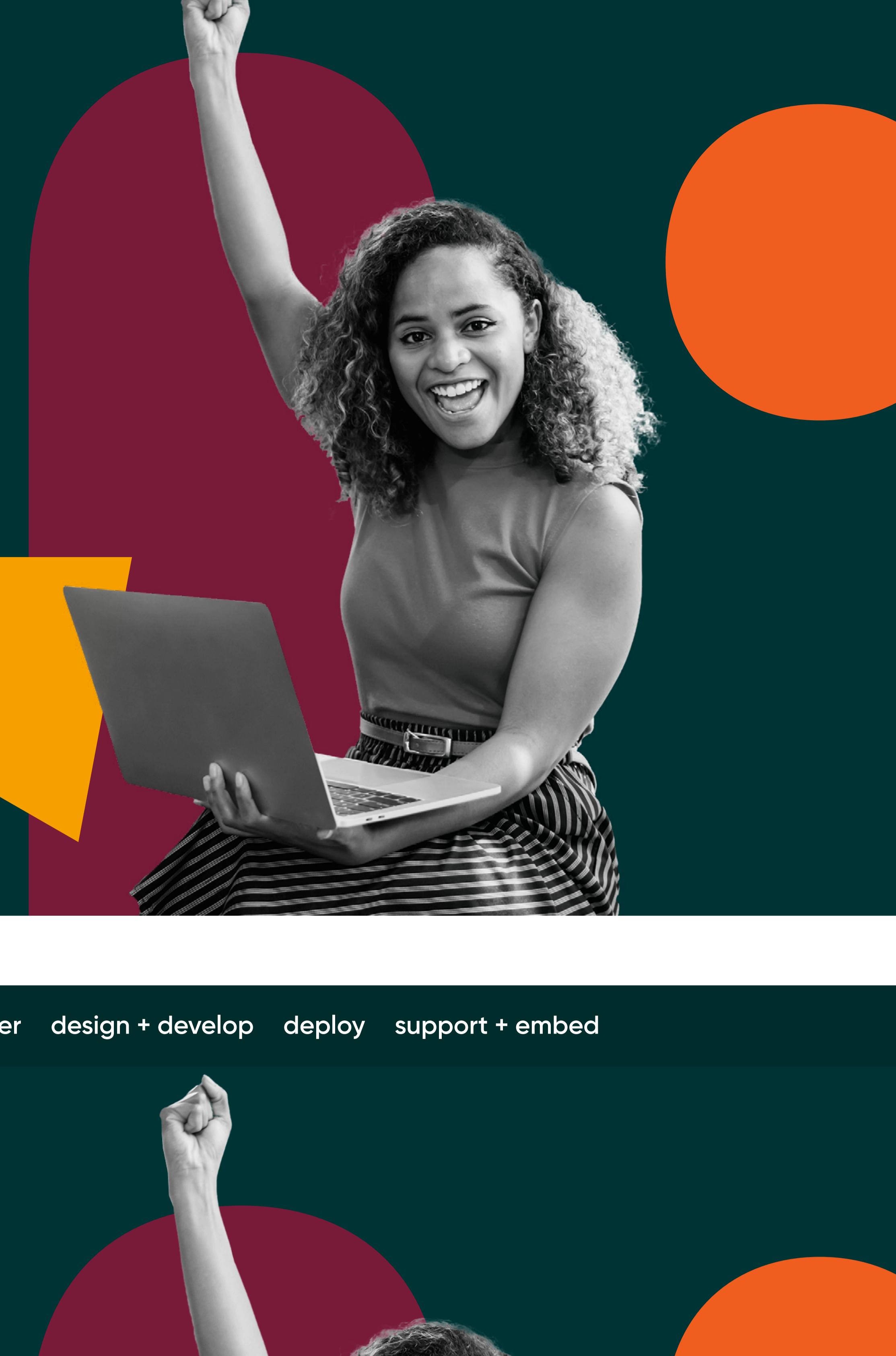
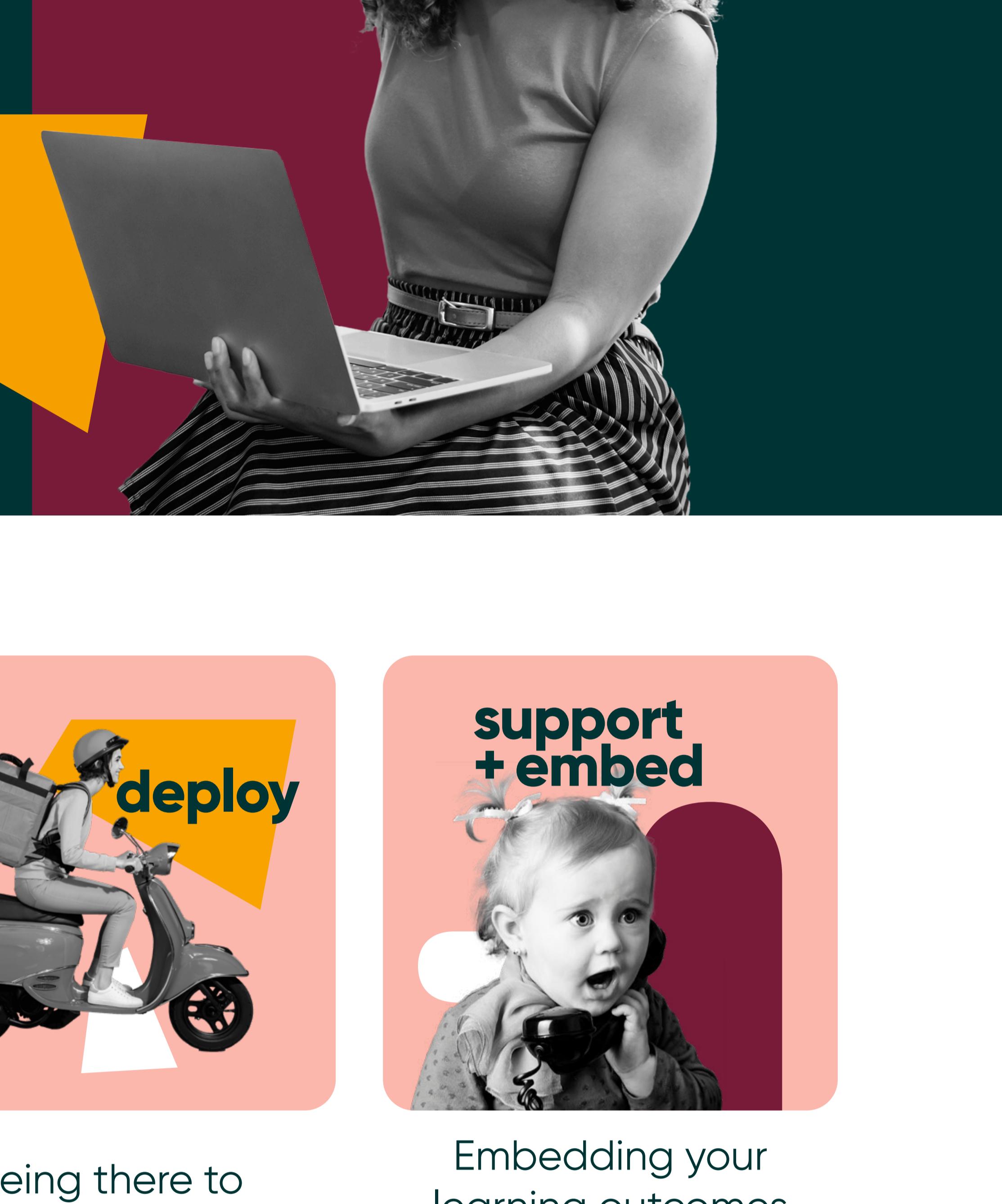


We help drive performance improvement for your business through digital learning solutions.



We help drive performance improvement for your business through digital learning solutions.



Helping you discover your perfect learning strategy



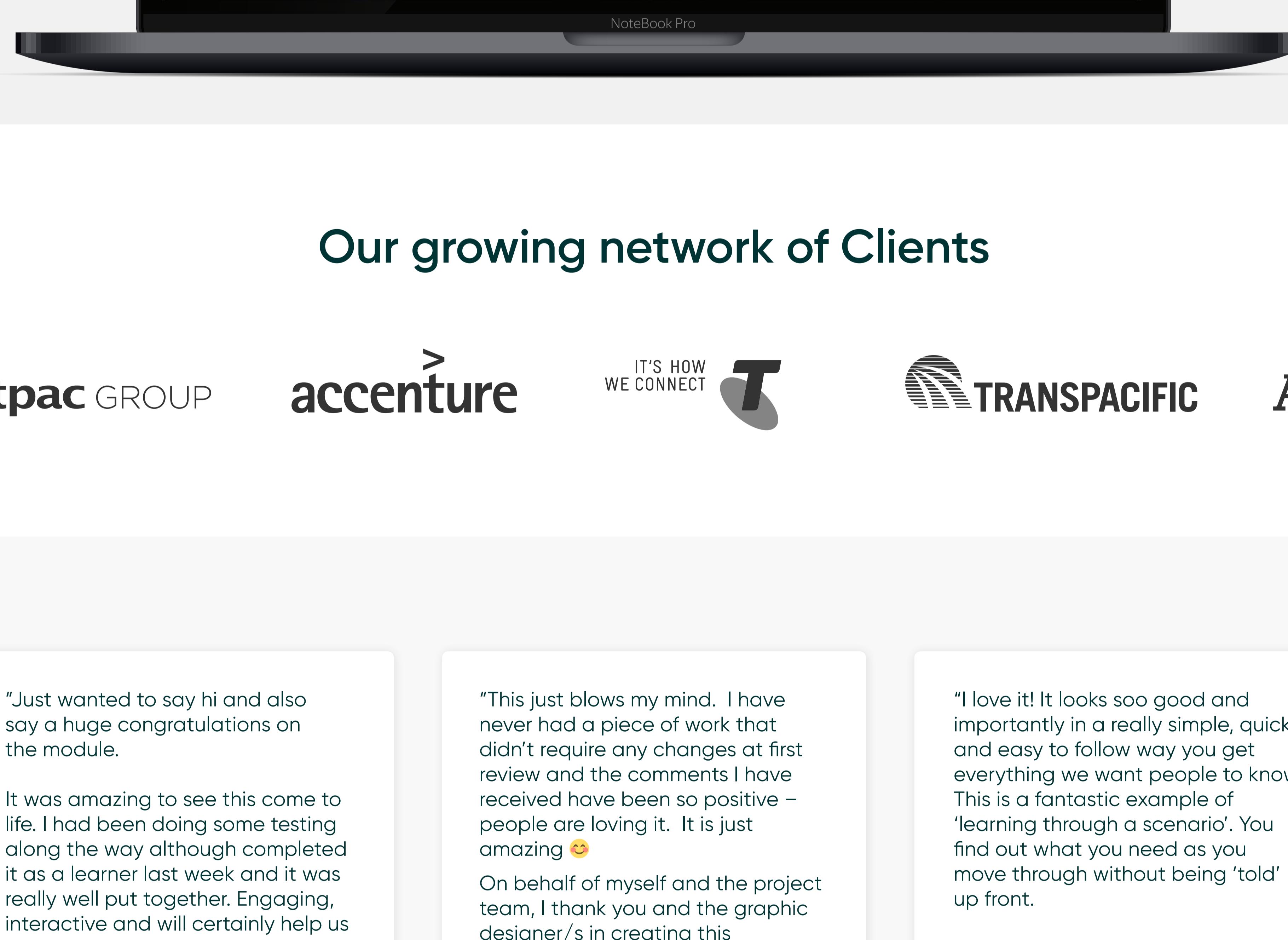
Creating immersive and effective digital learning experiences



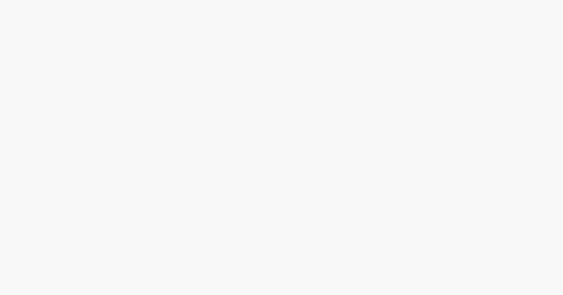
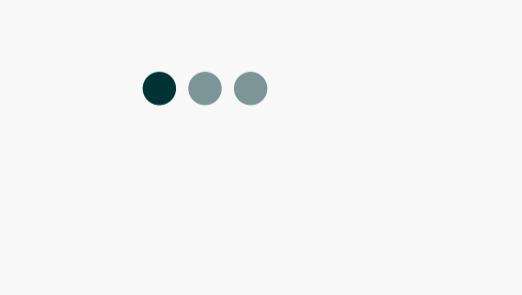
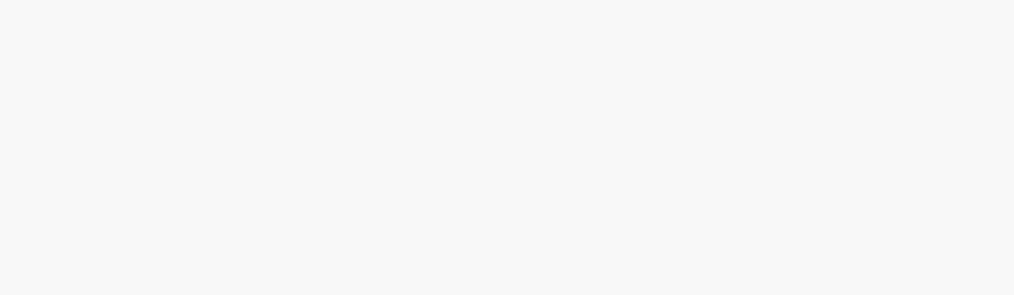
Being there to guide your digital learning deployment



Embedding your learning outcomes and supporting your learner on the job



Our growing network of Clients



"Just wanted to say hi and also say a huge congratulations on the module."

It was amazing to see this come to life. I had been doing some testing along the way although completed it as a learner last week and it was really well put together. Engaging, interactive and will certainly help us achieve our outcomes."

Deanne - Financial Institute

"This just blows my mind. I have never had a piece of work that didn't require any changes at first review and the comments I have received have been so positive – people are loving it. It is just amazing 😊"

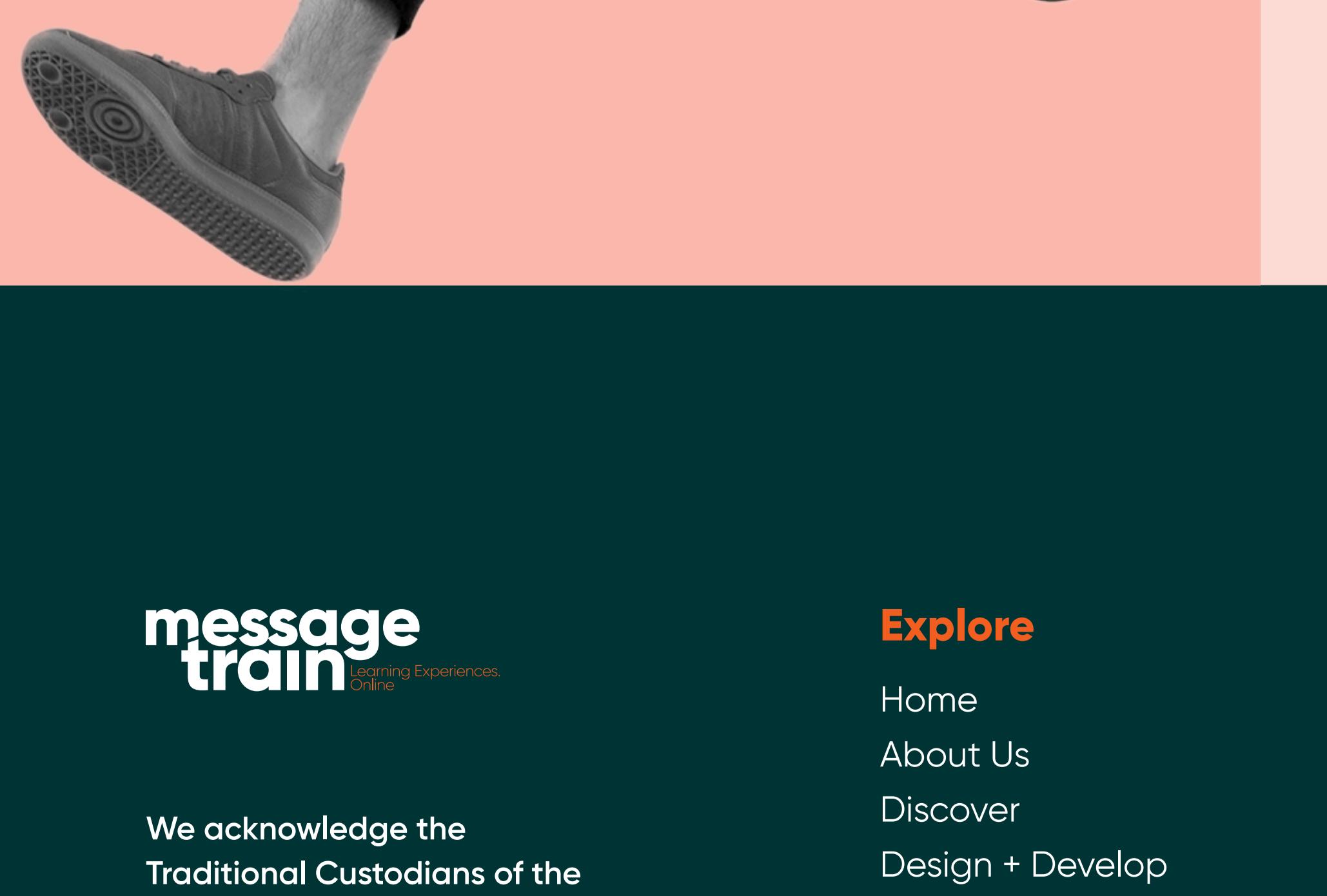
On behalf of myself and the project team, I thank you and the graphic designer/s in creating this animation which is so contemporary and visually appealing. It tells the story so concisely and simply. A job really well done by you all."

Julie - Financial Institute

"I love it! It looks soo good and importantly in a really simple, quick and easy to follow way you get everything we want people to know! This is a fantastic example of 'learning through a scenario'. You find out what you need as you move through without being 'told' up front."

Thank you to the whole team for your work on this – I have always loved your work but this is right up there with my favourite!"

Zoe - Financial Institute

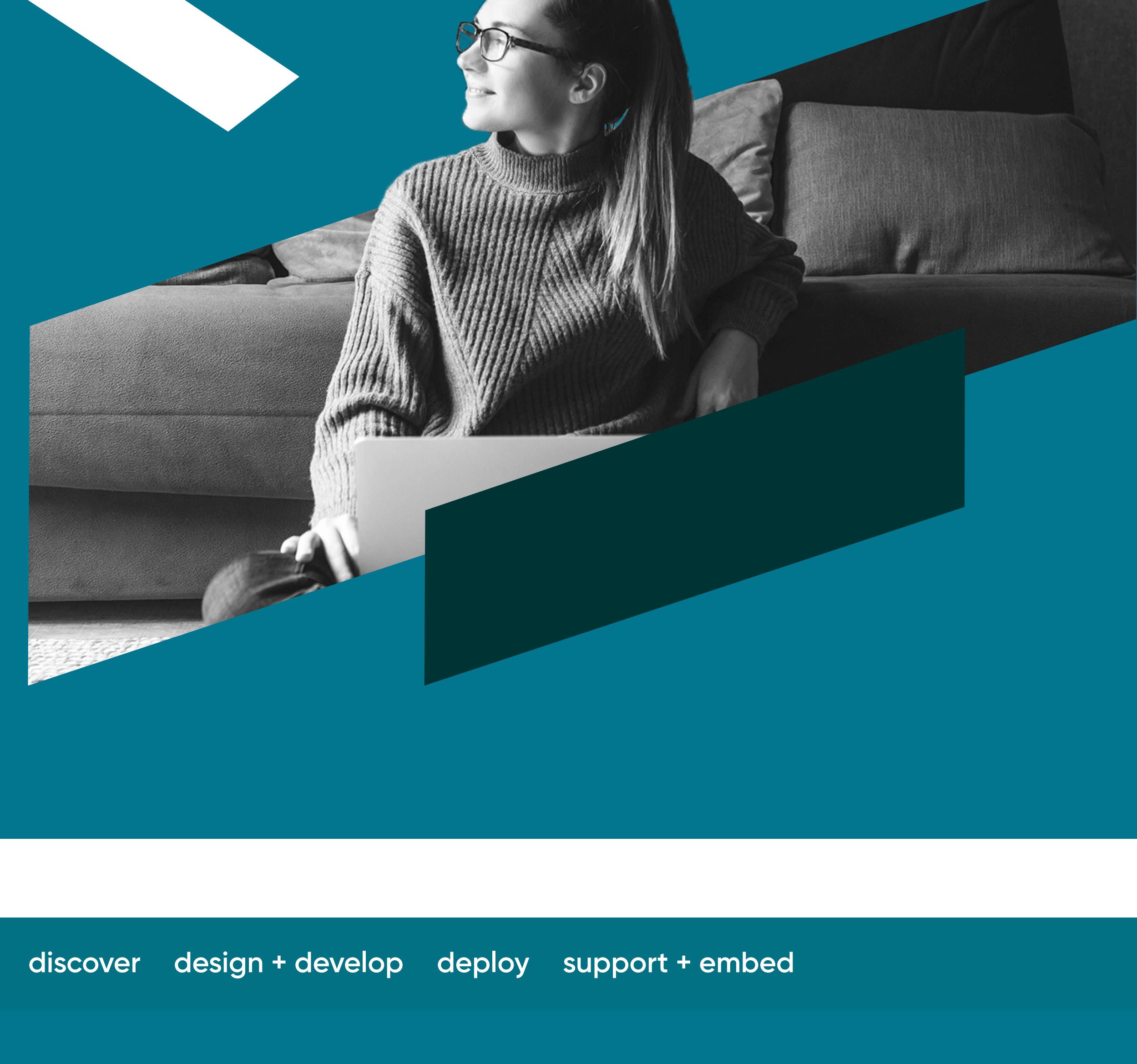


We offer a range of services that come together to make great learning content.

Working with a range of clients creating immersive and effective digital learning experiences.

CASE STUDIES +

We give people the power to be exceptional in their profession.



We give people the power to be exceptional in their profession.



About Us

Message Train has over 21 years of experience in providing creative and effective digital learning solutions for businesses. We are a training company with clients located internationally and Australia wide. We specialise in helping forward thinking business train their employees, get results and meet their business goals.



Who we are

We are Project Managers, Instructional Designers, Graphic Designers and Programmers.

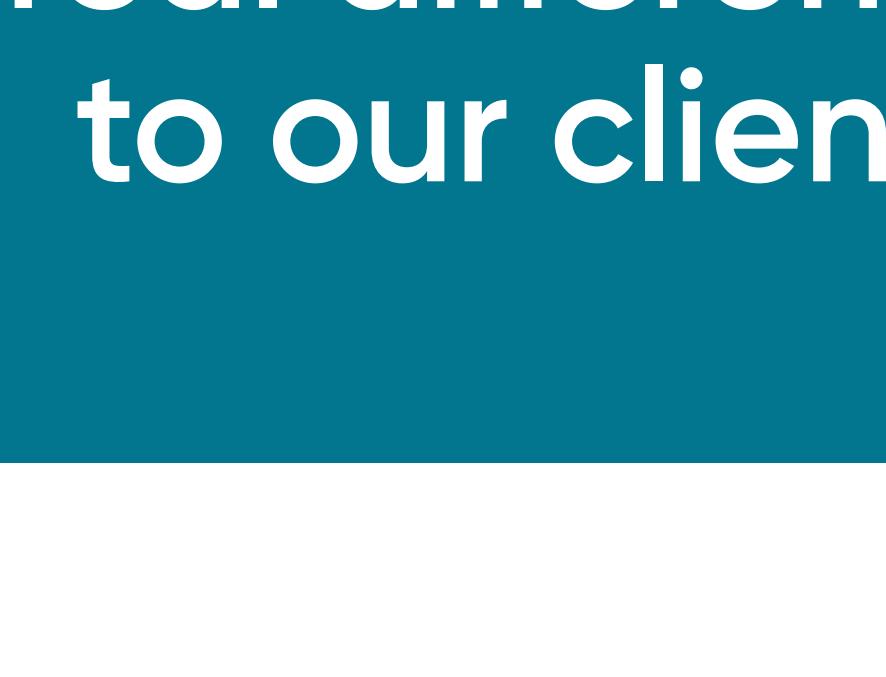
What we do

We use our expertise to provide specialist advice to our clients and deliver innovative learning solutions.

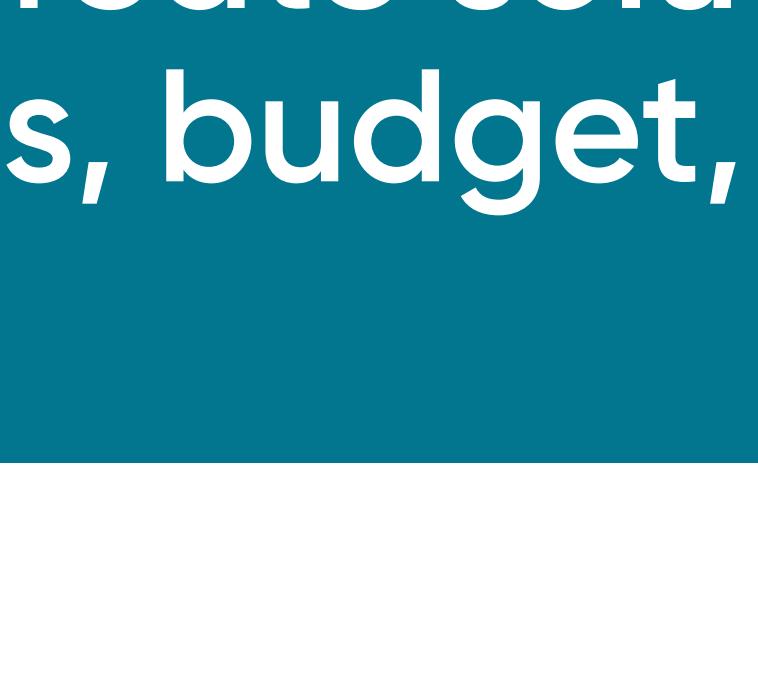
Our reputation

We have built our reputation on the quality of our products, and our loyal client base reflects this.

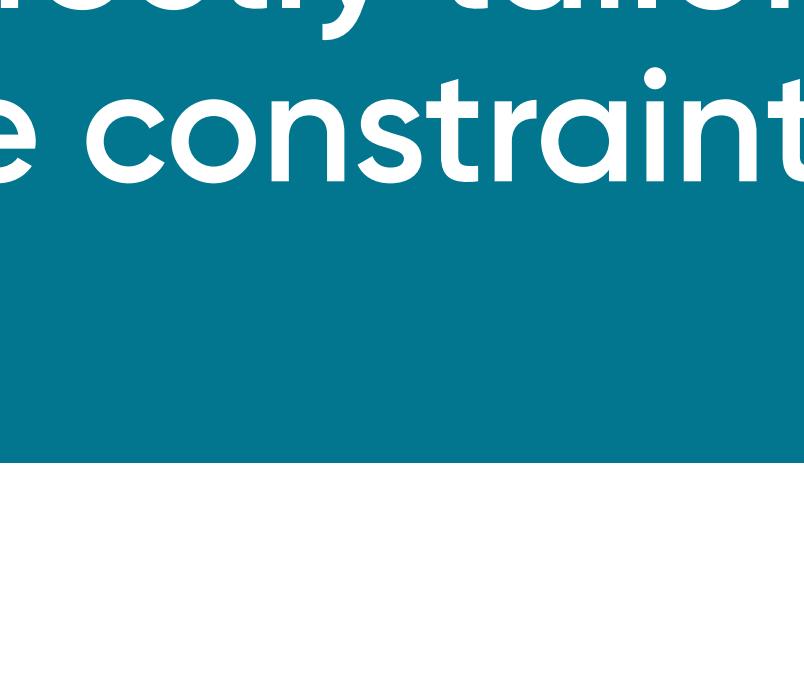
Today, our training has made a positive impact on businesses across Australia in several business sectors.



We're based west of Sydney, but we work digitally, so we can work with clients anywhere around the globe.



We are education experts who know how to achieve results and are focused on ensuring we continually grow to meet the needs of learners.



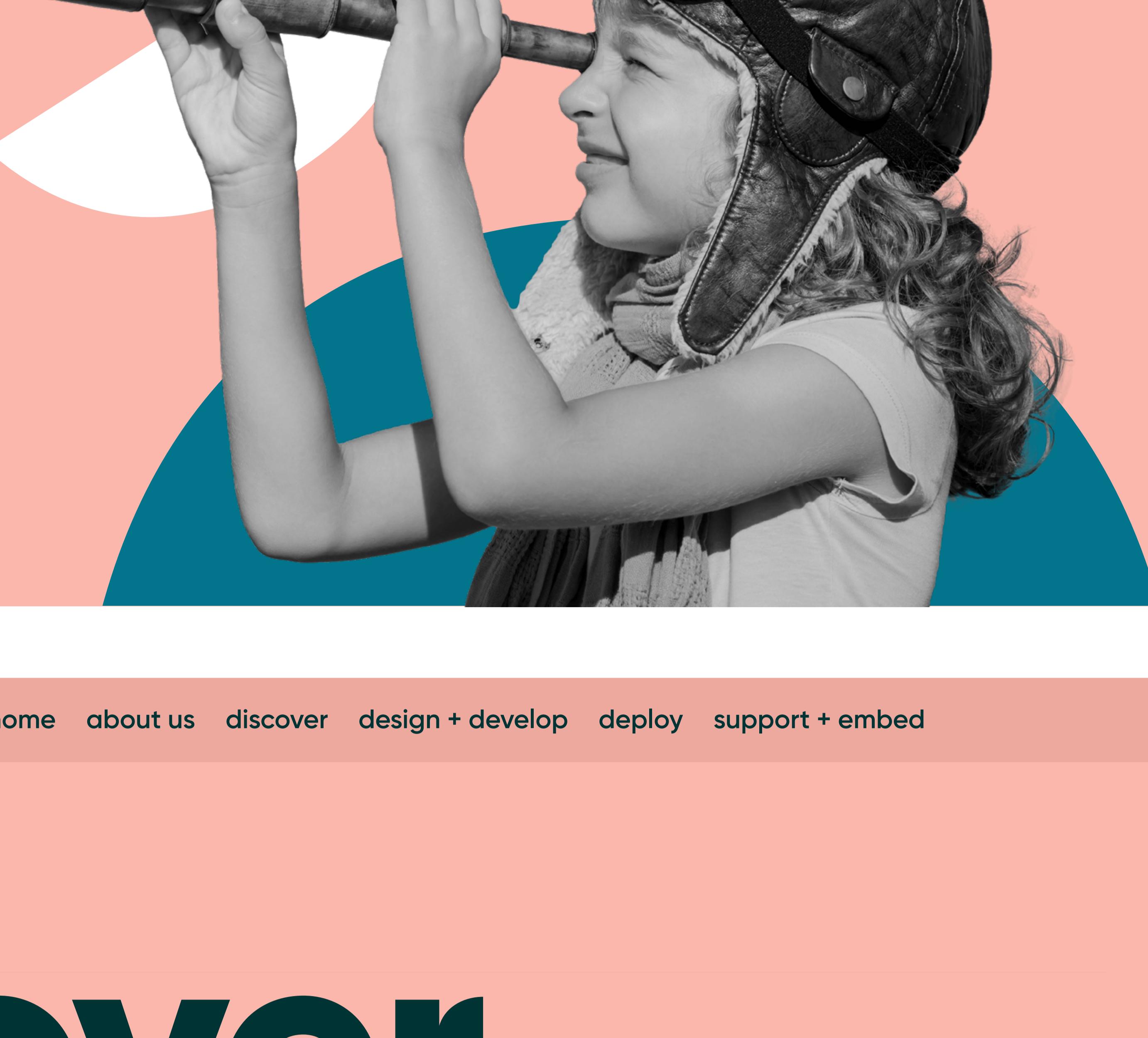
Our guiding purpose has been to work closely with our clients to build lasting relationships and create training that has a real-world impact.

Training is never a one-size fits all solution. To make a real difference, we create solutions perfectly tailored to our clients' needs, budget, and time constraints.

"Thank you and the team again for the amazing work on this project. It has been an absolute pleasure working with you guys and I am truly grateful. This is amazing work."

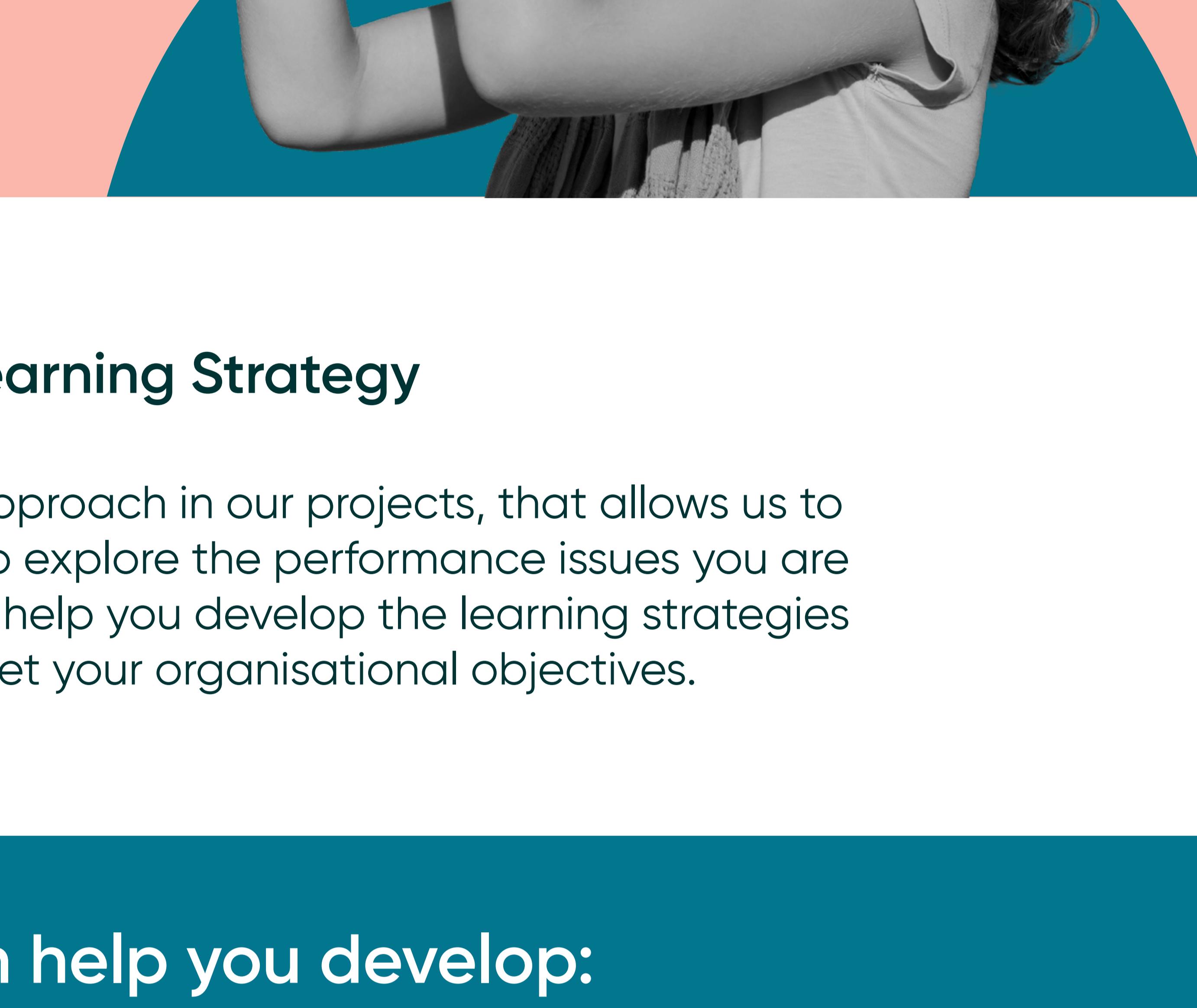
Aaryn - Financial Institute

Helping you
discover your
perfect learning
strategy



discover

Helping you
discover your
perfect learning
strategy.



Learning Strategy

We use a co-design approach in our projects, that allows us to work closely with you to explore the performance issues you are trying to solve. We can help you develop the learning strategies you need to meet your organisational objectives.

We can help you develop:

Learning strategy services

We can help you figure out the best learning solution to fit in among everything else already happening in your organisation. Learners have a lot of learning they need to do on the job. Sometimes it's not as simple as adding another 20 minute eLearn.

How we can help



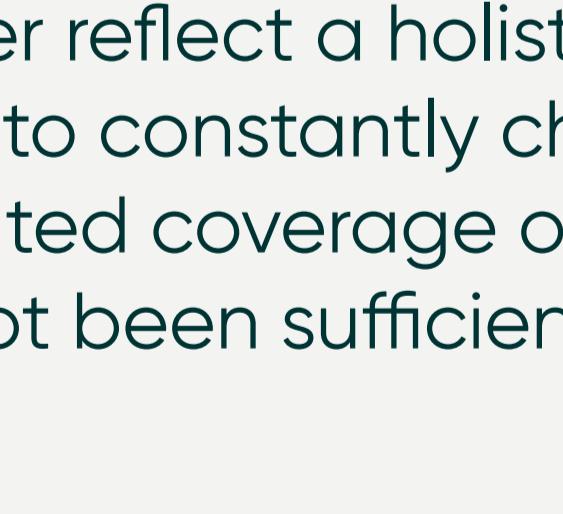
Figuring out what
you need

+



Delivering
at scale

+



Streamlining
the process

+



Case Study

Learning Strategy - National Organisation

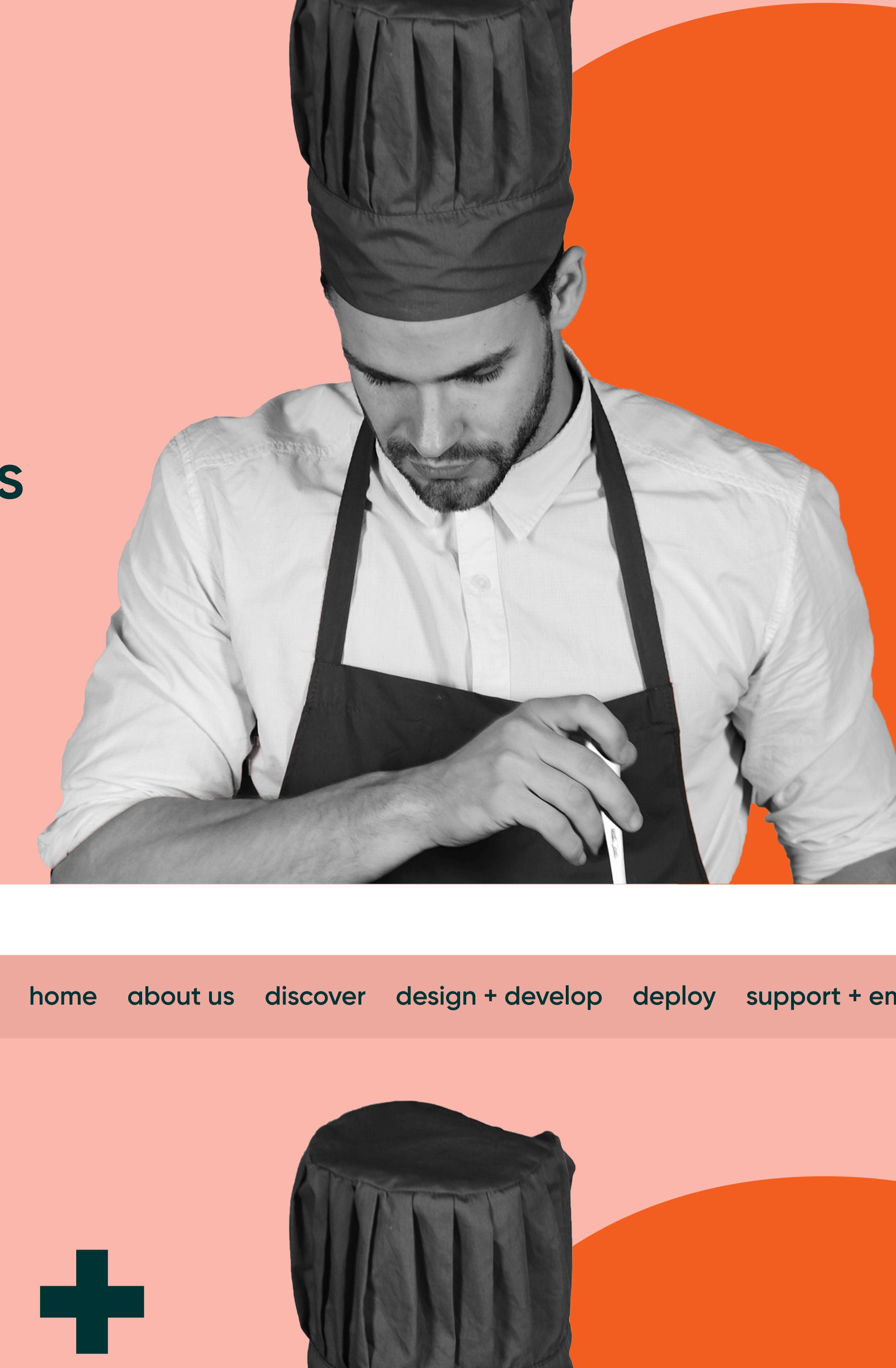
Imagine a long standing business that has numerous training events that have evolved over time to no longer reflect a holistic plan. You know the situation: where updates due to constantly changing regulatory requirements lead to duplicated coverage of learning objectives, or critical ideas that have not been sufficiently addressed in any one place.

[READ CASE STUDY +](#)

"Thank you and well done to everyone who has been part of this. Very exciting that we will soon have a great training program to support our team with in the future."

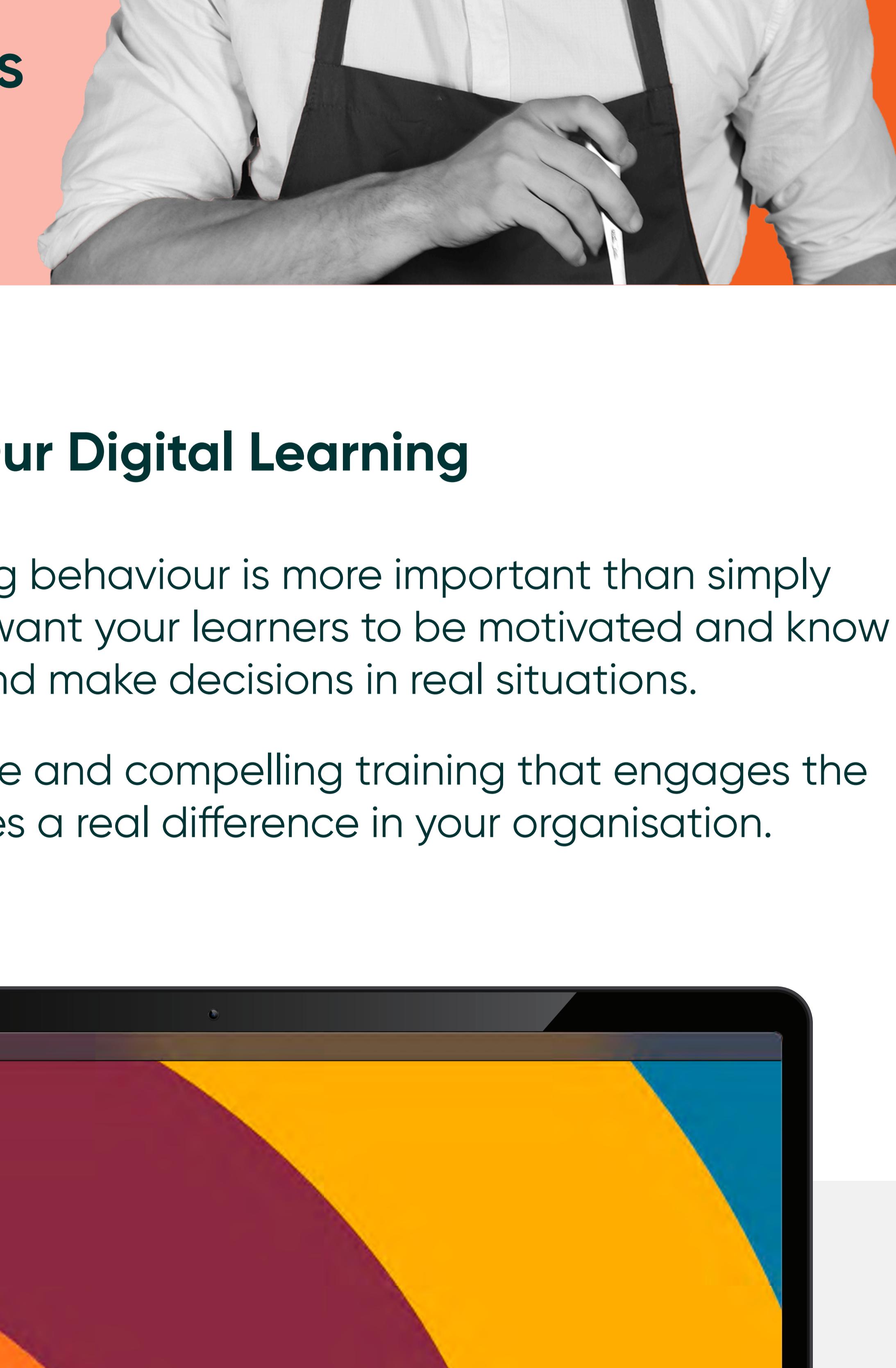
Stella - Financial Institute

Creating immersive and effective digital learning experiences



design + develop

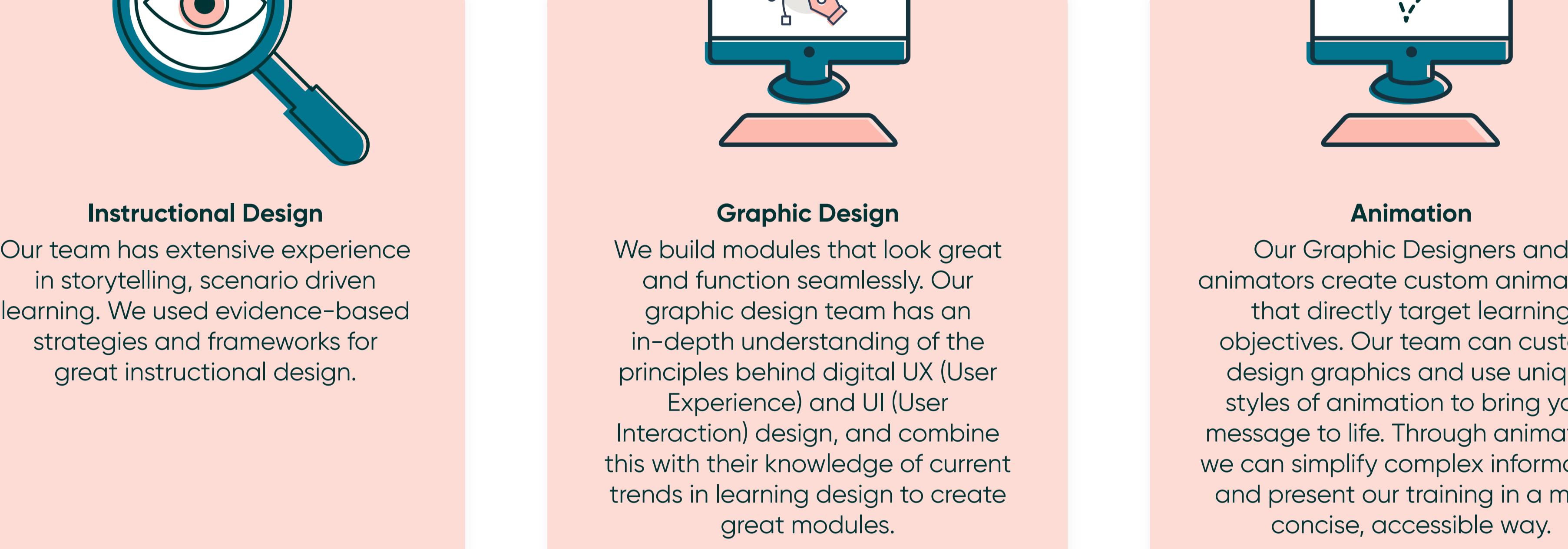
Creating immersive and effective digital learning experiences



Our Digital Learning

We believe changing behaviour is more important than simply memorising facts. You want your learners to be motivated and know how to act and make decisions in real situations.

We develop interactive and compelling training that engages the learner and makes a real difference in your organisation.

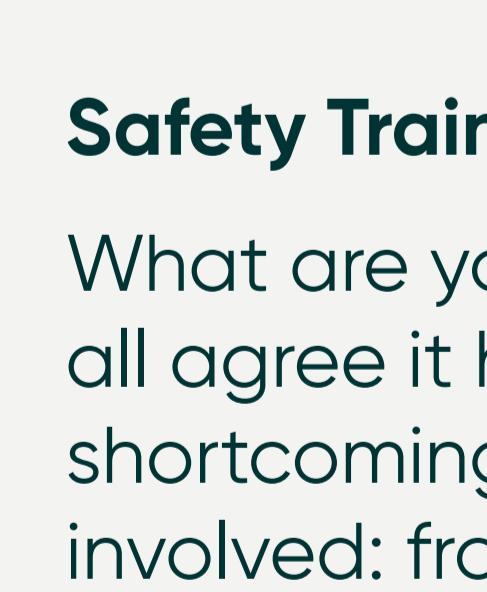


We offer a range of services that come together to make great learning content.



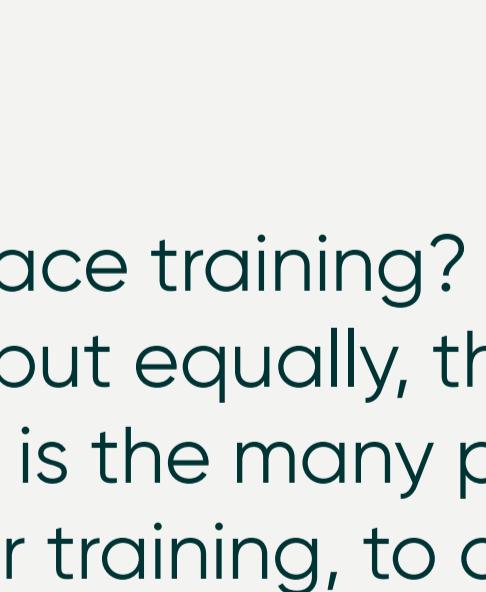
Instructional Design

Our team has extensive experience in storytelling, scenario driven learning. We used evidence-based strategies and frameworks for great instructional design.



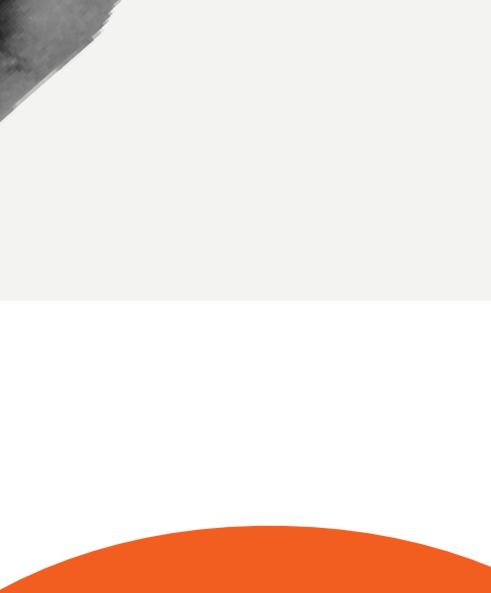
Graphic Design

We build modules that look great and function seamlessly. Our graphic design team has an in-depth understanding of the principles behind digital UX (User Experience) and UI (User Interaction) design, and combine this with their knowledge of current trends in learning design to create great modules.



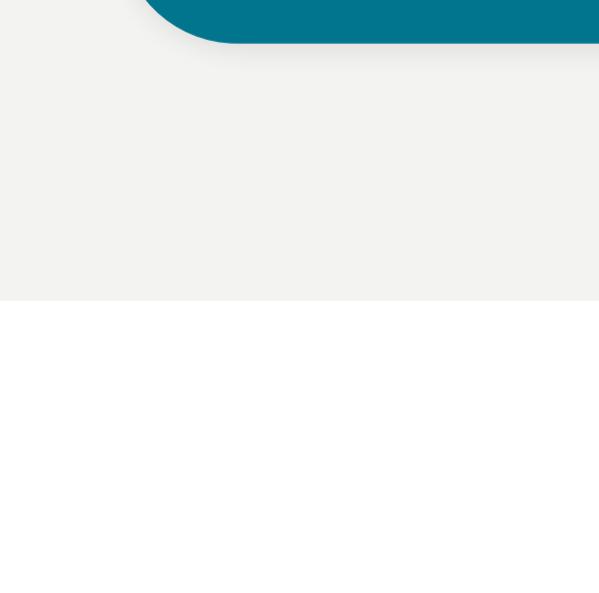
Animation

Our Graphic Designers and animators create custom animations that directly target learning objectives. Our team can custom design graphics and use unique styles of animation to bring your message to life. Through animation, we can simplify complex information and present our training in a more concise, accessible way.



Programming tools/systems

Backed by an in-depth understanding of the principles behind digital UX (User Experience), our expertise includes custom HTML learning design, rapid tools including Articulate (Storyline, Rise), InDesign and more.

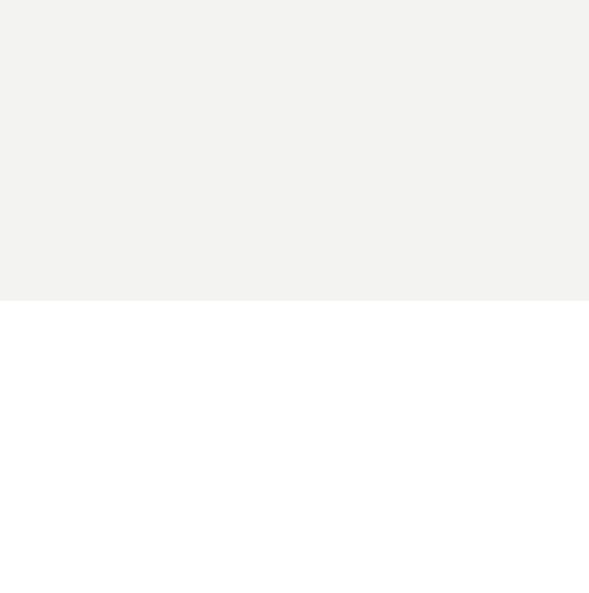


Film and Video production

Creative and professional quality videos, backed by years of experience in film production, interviews, acted video, and green screen filming.

Photography

High quality photography, including custom photoshoots of client sites or characters for inclusion within learning solutions.



Assessment design

Backed by evidence-based guidelines and research to ensure the assessment consists of questions that are not just efficient but also effective; measuring what needs to be measured and assessing the right level of thinking.

Case Study

Safety Training - Energy Company

What are your thoughts on face to face training? I'm sure we can all agree it has a lot of advantages but equally, there are shortcomings. Not the least of these is the many people and steps involved: from getting the request for training, to organising the session, and entering the assessment results into the learning system.

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Lithgow NSW 2790

Contact

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Sydney: (02) 90918084
Lithgow: (02) 6352 4379

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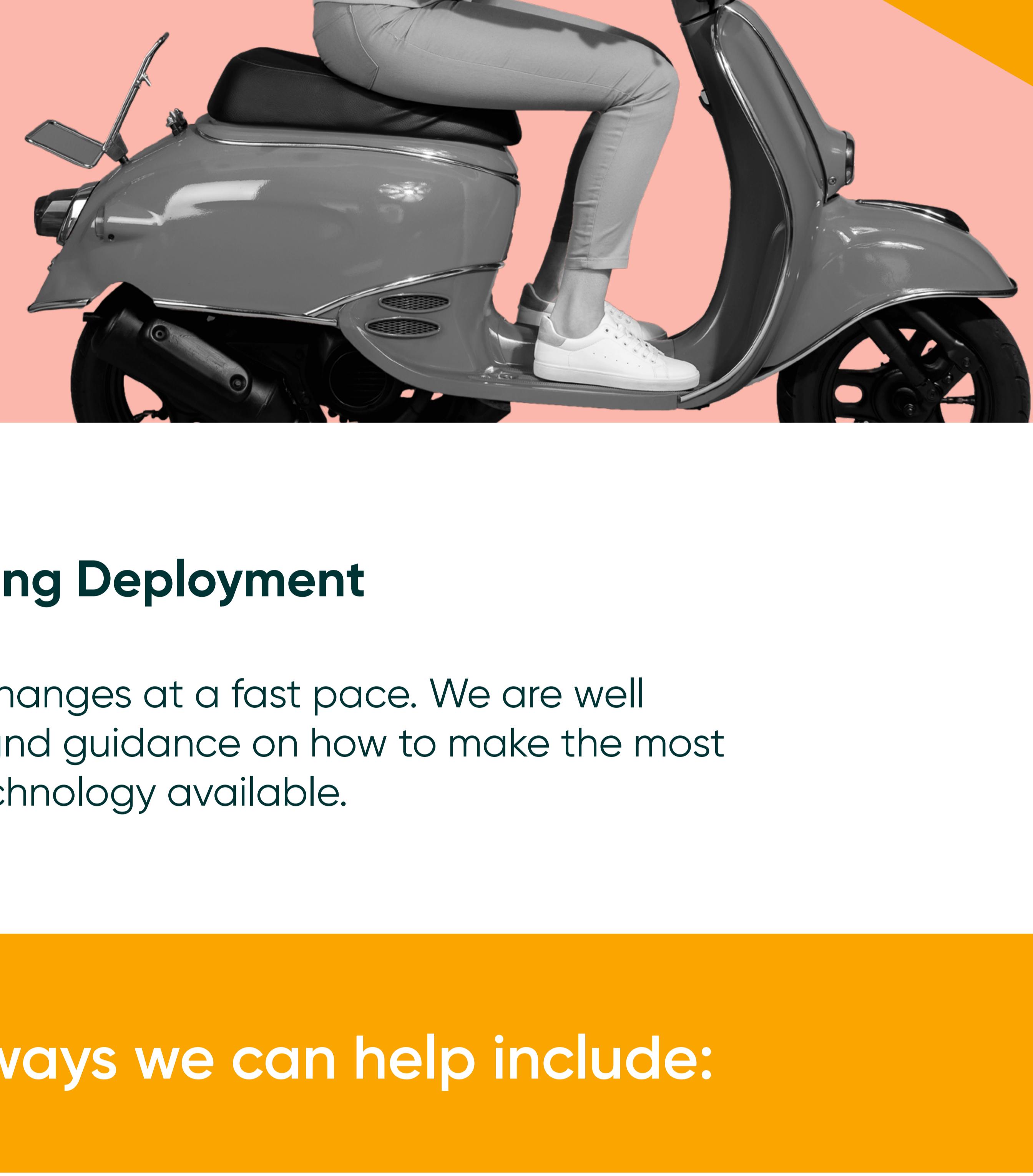
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Being there to guide
your digital learning
deployment



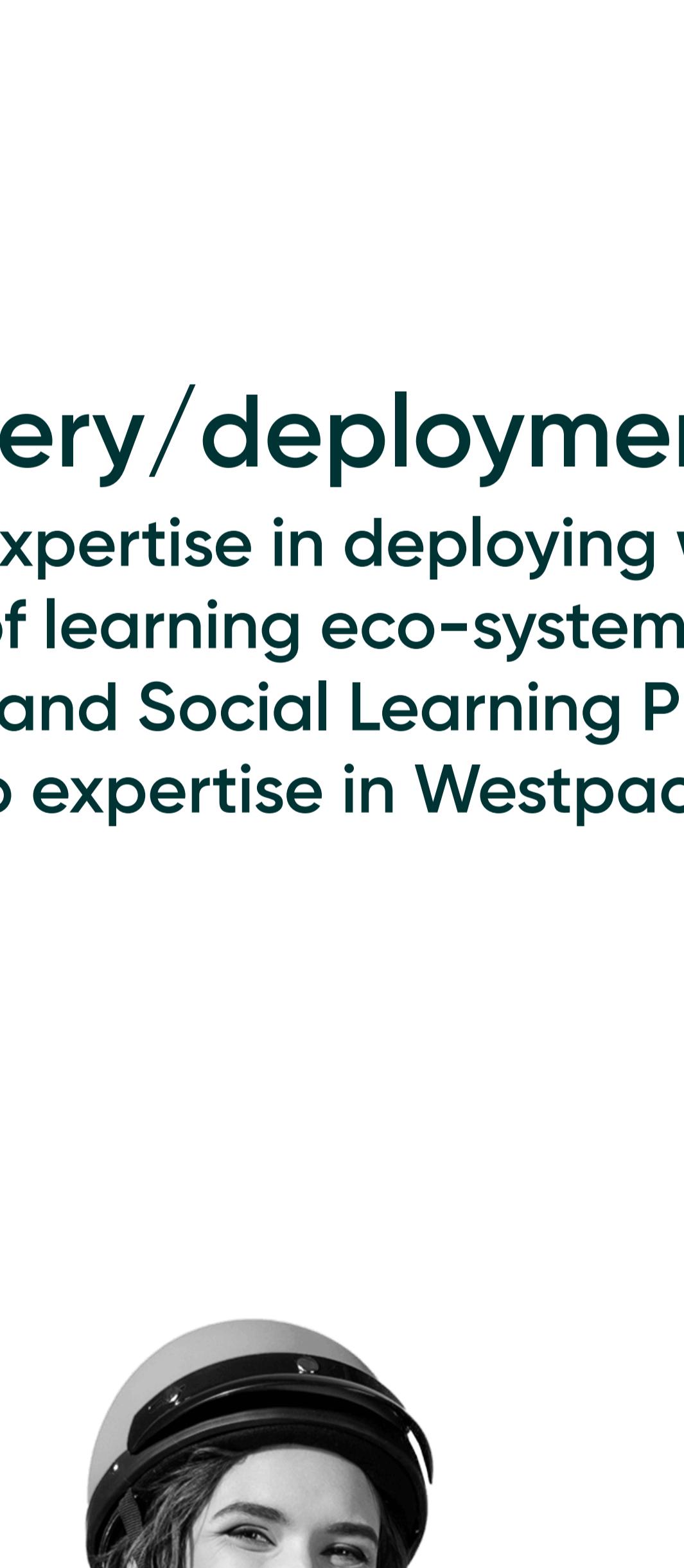
deploy

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Learning Deployment

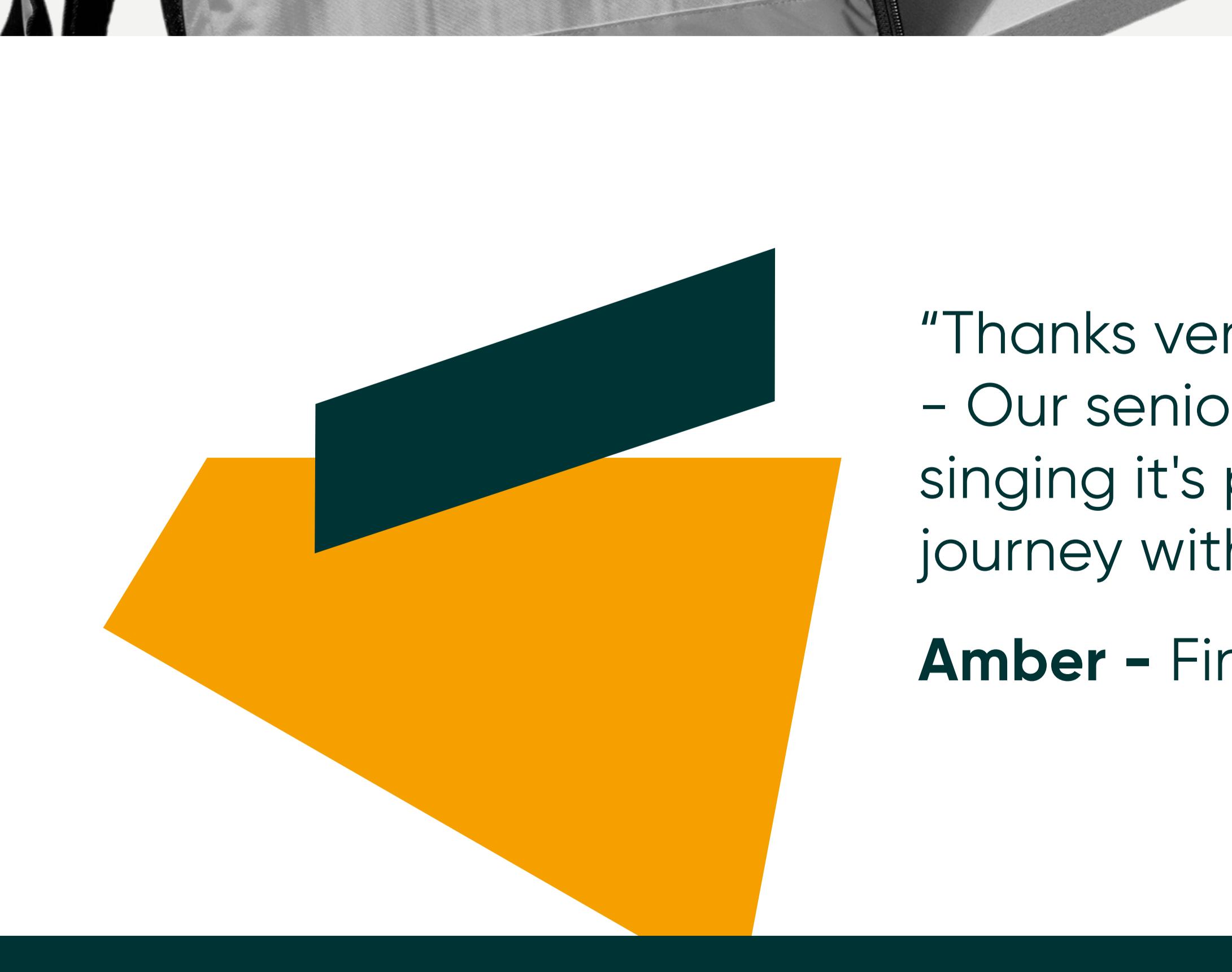
Learning technology changes at a fast pace. We are well placed to provide advice and guidance on how to make the most of the technology available.



Tracking and analytics
A growing expertise in utilising the most current tools for tracking and analytics, including xAPI and Learning Record Stores.

Delivery/deployment systems

Expertise in deploying within a diverse variety of learning eco-systems, such as LMSs, LXPs, and Social Learning Platforms; with a deep expertise in Westpac's own systems.



Case Study

Role Ready - Financial Sector

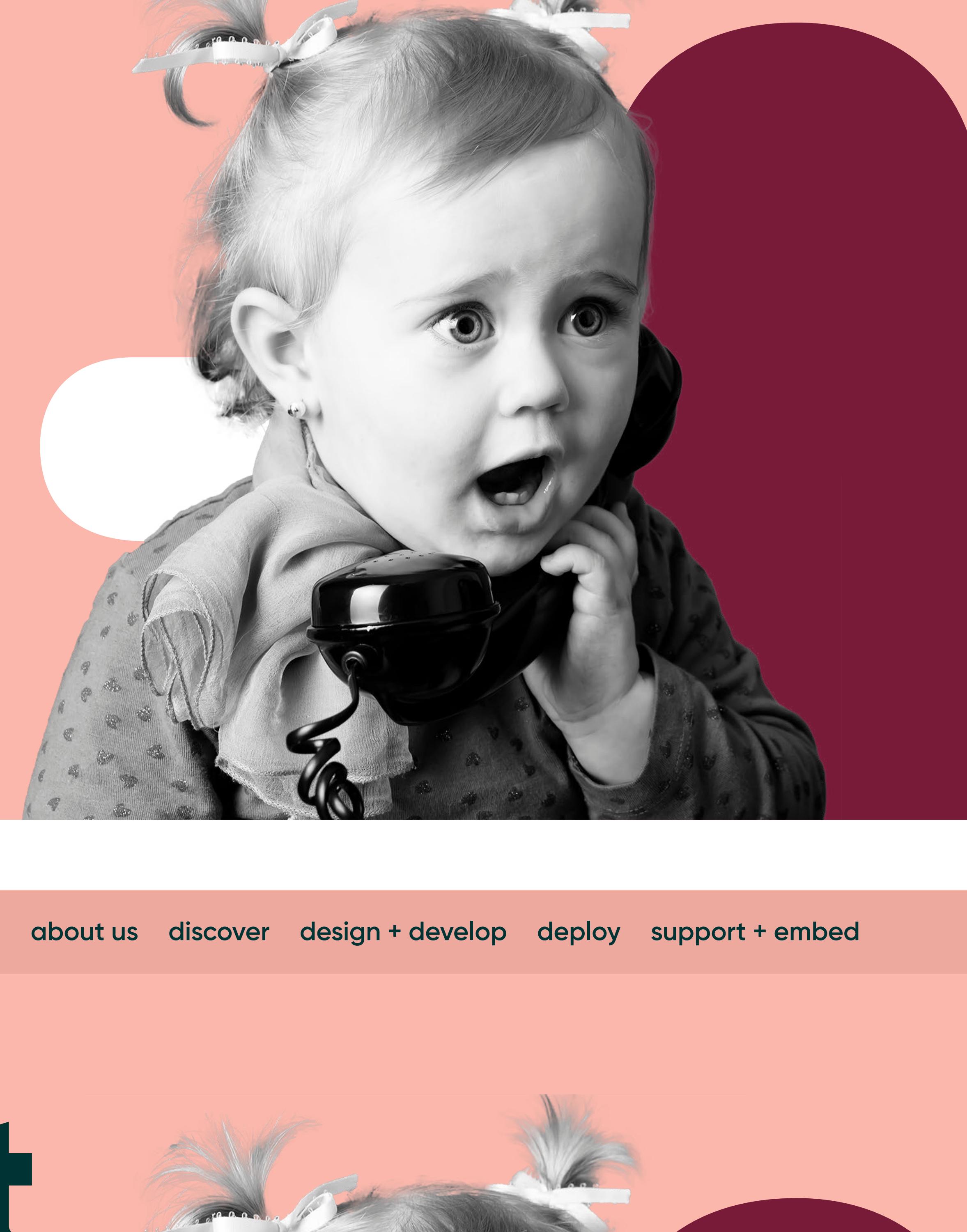
What happens when the world as we know is flipped on its head? Reduced income, inability to repay debt, a shout for help and no one appears to be listening!

[READ CASE STUDY +](#)

"Thanks very much for all the hard work on Module 1 – Our senior execs are really happy and everyone is singing it's praises, so thank you for going along the journey with us (with me!!!), I know it wasn't easy! "

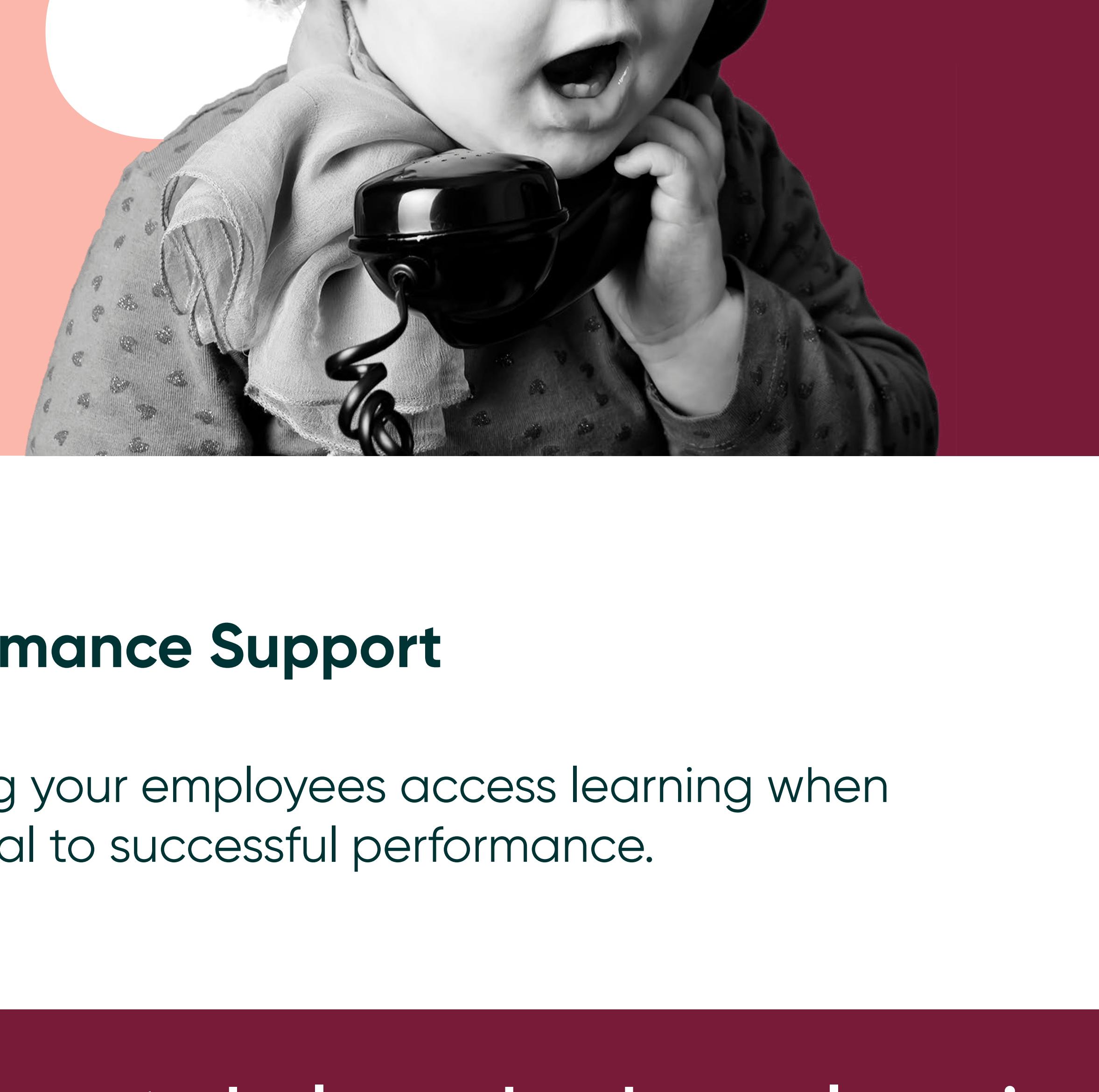
Amber - Financial Institute

Embedding your learning outcomes and supporting your learner on the job



support + embed

Embedding your learning outcomes and supporting your learner on the job



Performance Support

We understand that helping your employees access learning when they need it is vital to successful performance.

We offer a range of services to help embed your learning outcomes and support your learners on the job.

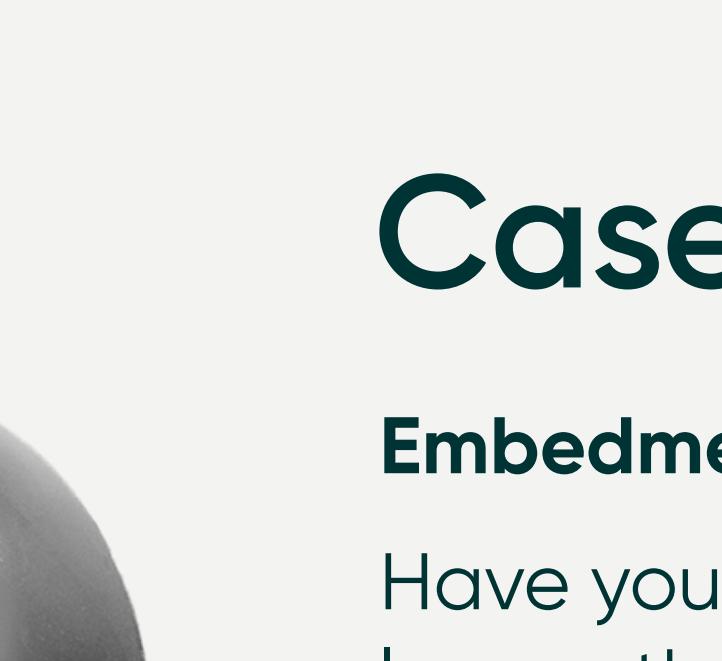
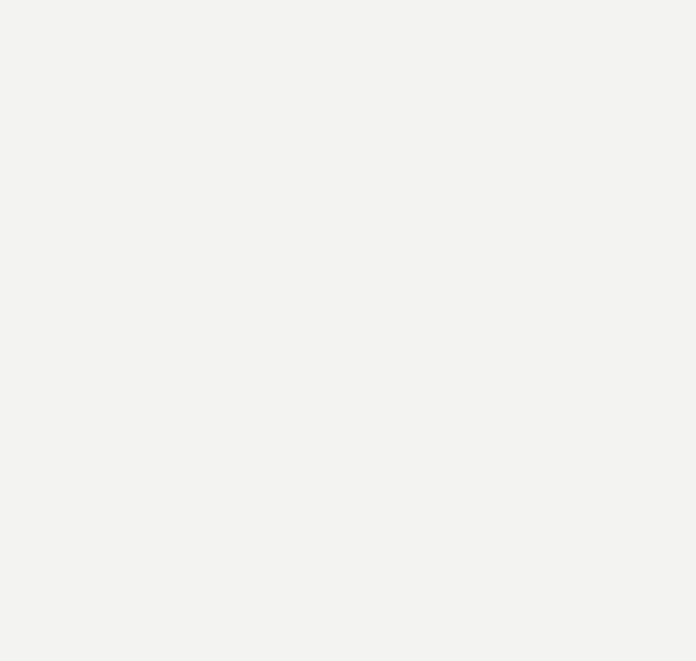


Self-regulated learning systems

Libraries of learning curated to align with your overall organisational strategies. The learner can explore at will, however there are guardrails and systems in place to ensure learners stay within the scope of what you need them to learn.

Performance support tools

Guides, cheat sheets, reference materials and more. Everything to help the learner get the answers quickly when they need them in the flow of work.



Just in time learning

Learning available in the flow of work to support learners as they undertake a real task on the job.

Micro-bites for embedment

Short learning bites deployed after the initial training to refresh the learner's memory and disrupt the forgetting curve.

Mobile learning

Performance support or micro-bites available on the mobile for ease of access and use while on the move or on the job.

Case Study

Embedment Masterclass: Financial Sector

Have you ever applied for a loan and found it took way longer than expected to get approval?

From the perspective of the financial institution, when your customers are being underserviced it becomes critical to go to the root cause and solve the problem.

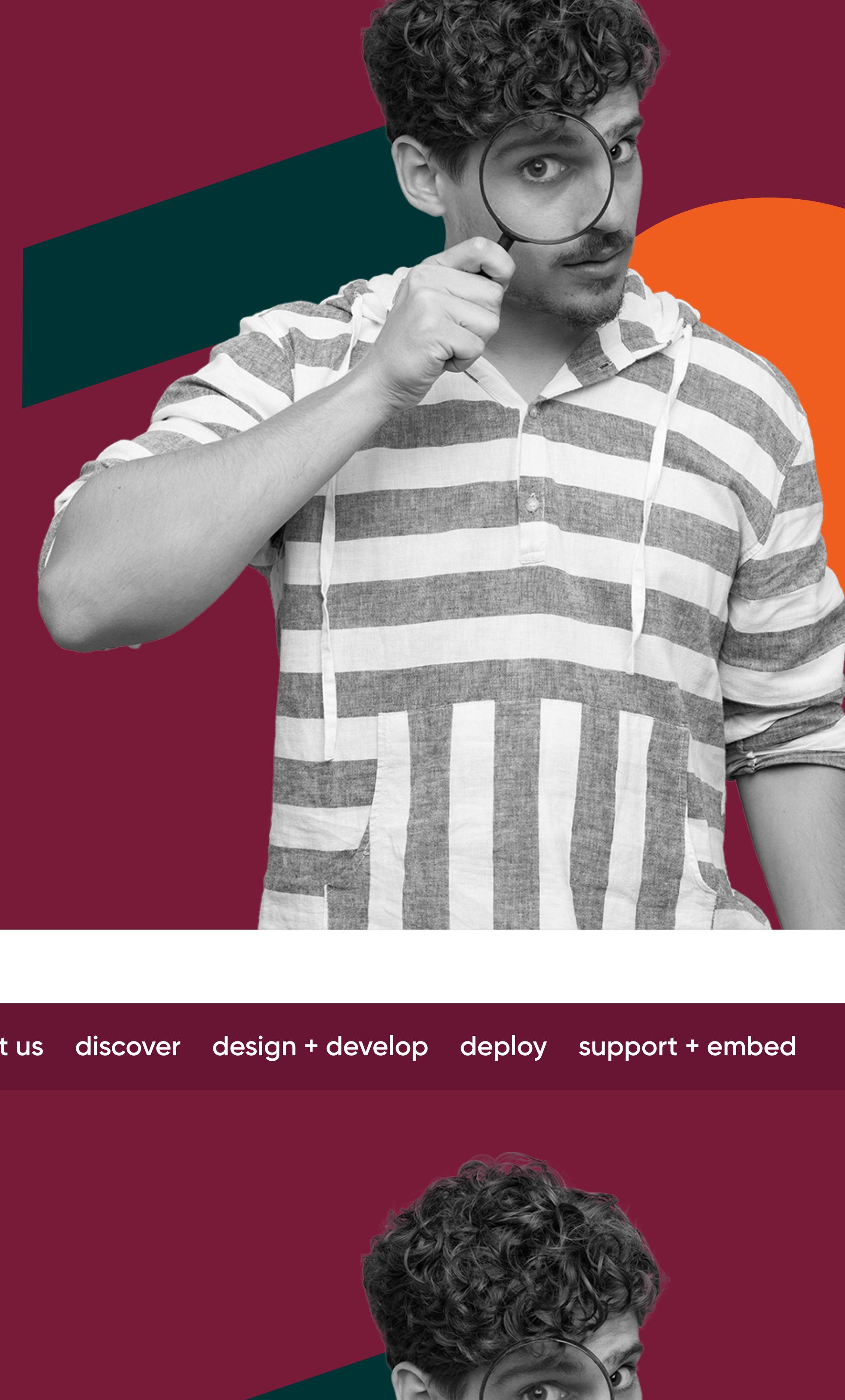
[READ CASE STUDY +](#)

"The team and I have just had our first look and love love love it! I don't think there will be too many if any changes with this one.

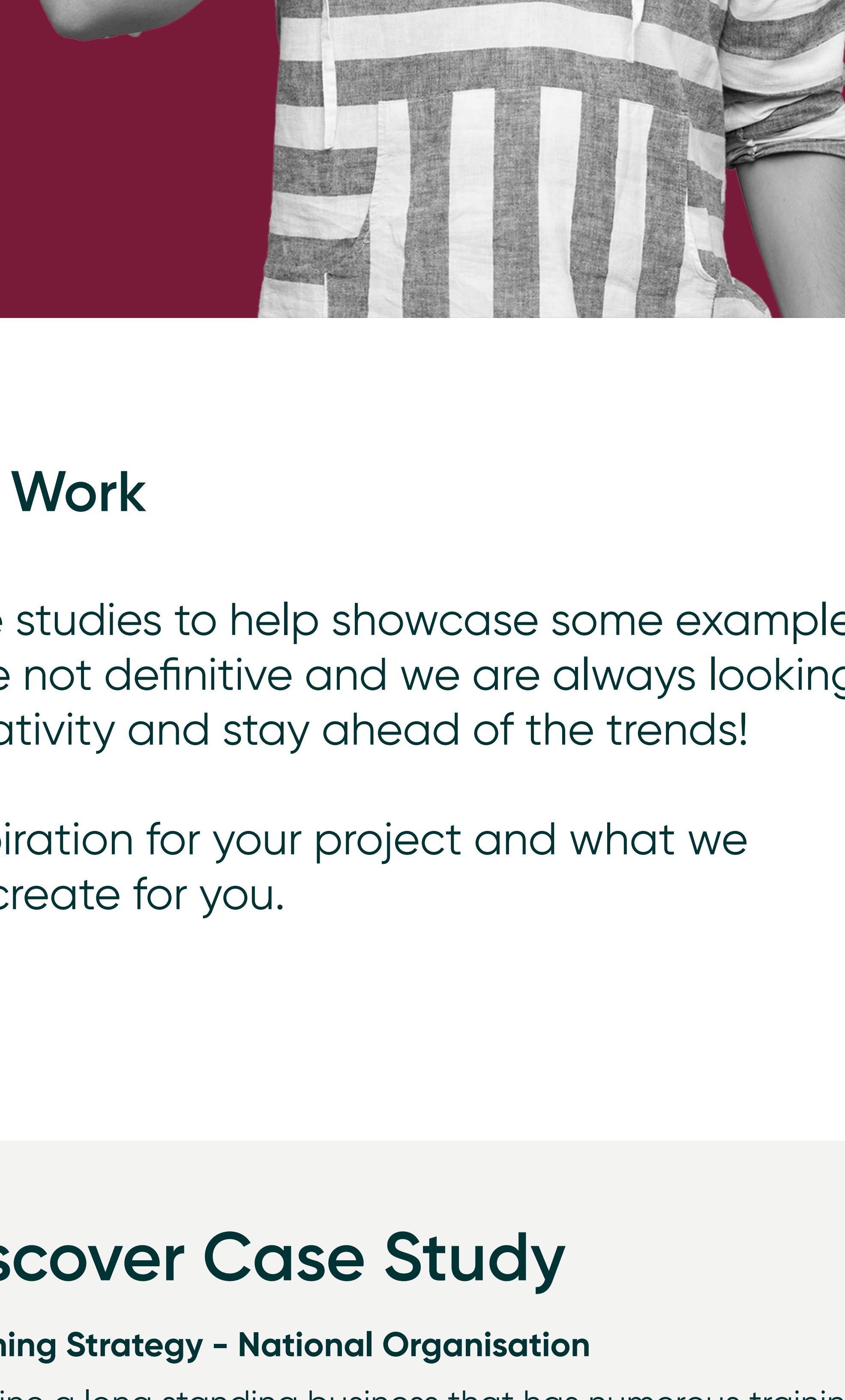
Thank you again for the great work you guys do."

Sharon - Financial Institute

case studies



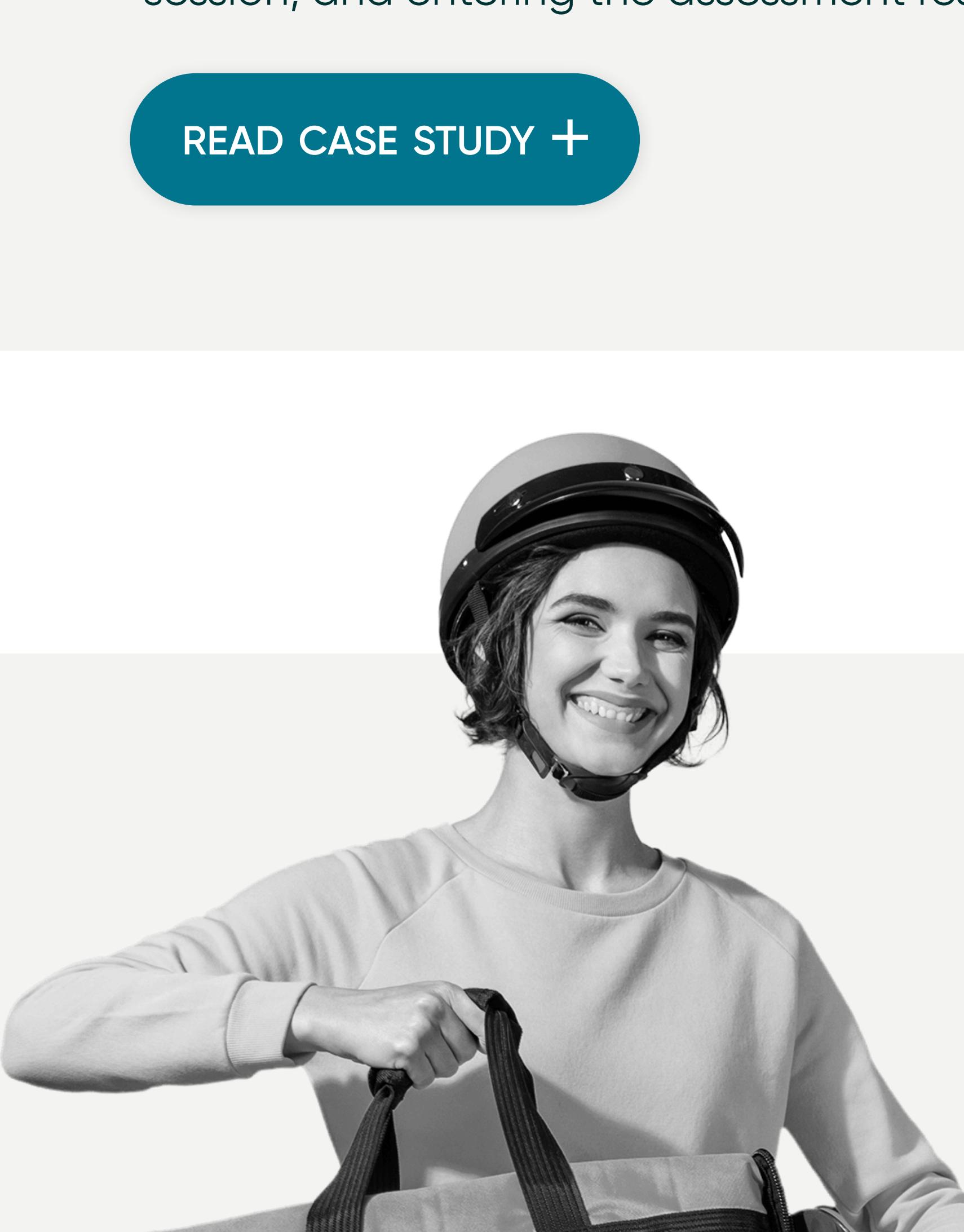
case studies



Our Work

We have put together these case studies to help showcase some examples of our eLearning styles. These are not definitive and we are always looking for ways to expand our creativity and stay ahead of the trends!

We hope they serve as inspiration for your project and what we can create for you.



Discover Case Study

Learning Strategy - National Organisation

Imagine a long standing business that has numerous training events that have evolved over time to no longer reflect a holistic plan. You know the situation: where updates due to constantly changing regulatory requirements lead to duplicated coverage of learning objectives, or critical ideas that have not been sufficiently addressed in any one place.

[READ CASE STUDY +](#)

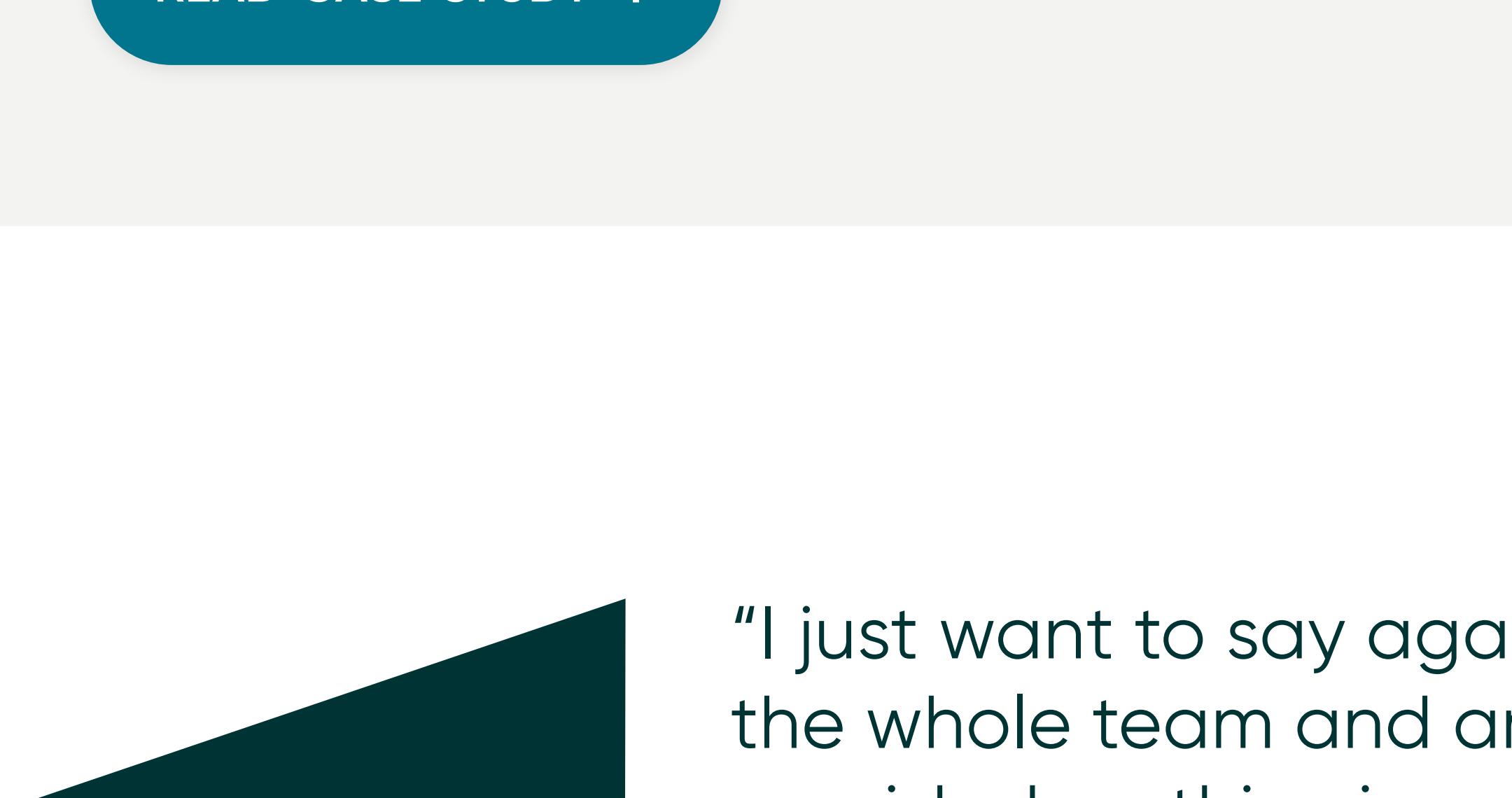


Design + Develop Case Study

Safety Training - Energy Company

What are your thoughts on face to face training? I'm sure we can all agree it has a lot of advantages but equally, there are shortcomings. Not the least of these is the many people and steps involved: from getting the request for training, to organising the session, and entering the assessment results into the learning system.

[READ CASE STUDY +](#)



Deploy Case Study

Role Ready - Financial Sector

What happens when the world as we know is flipped on its head? Reduced income, inability to repay debt, a shout for help and no one appears to be listening!

[READ CASE STUDY +](#)



Support + Embed Case Study

Embedment Masterclass: Financial Sector

Have you ever applied for a loan and found it took way longer than expected to get approval?

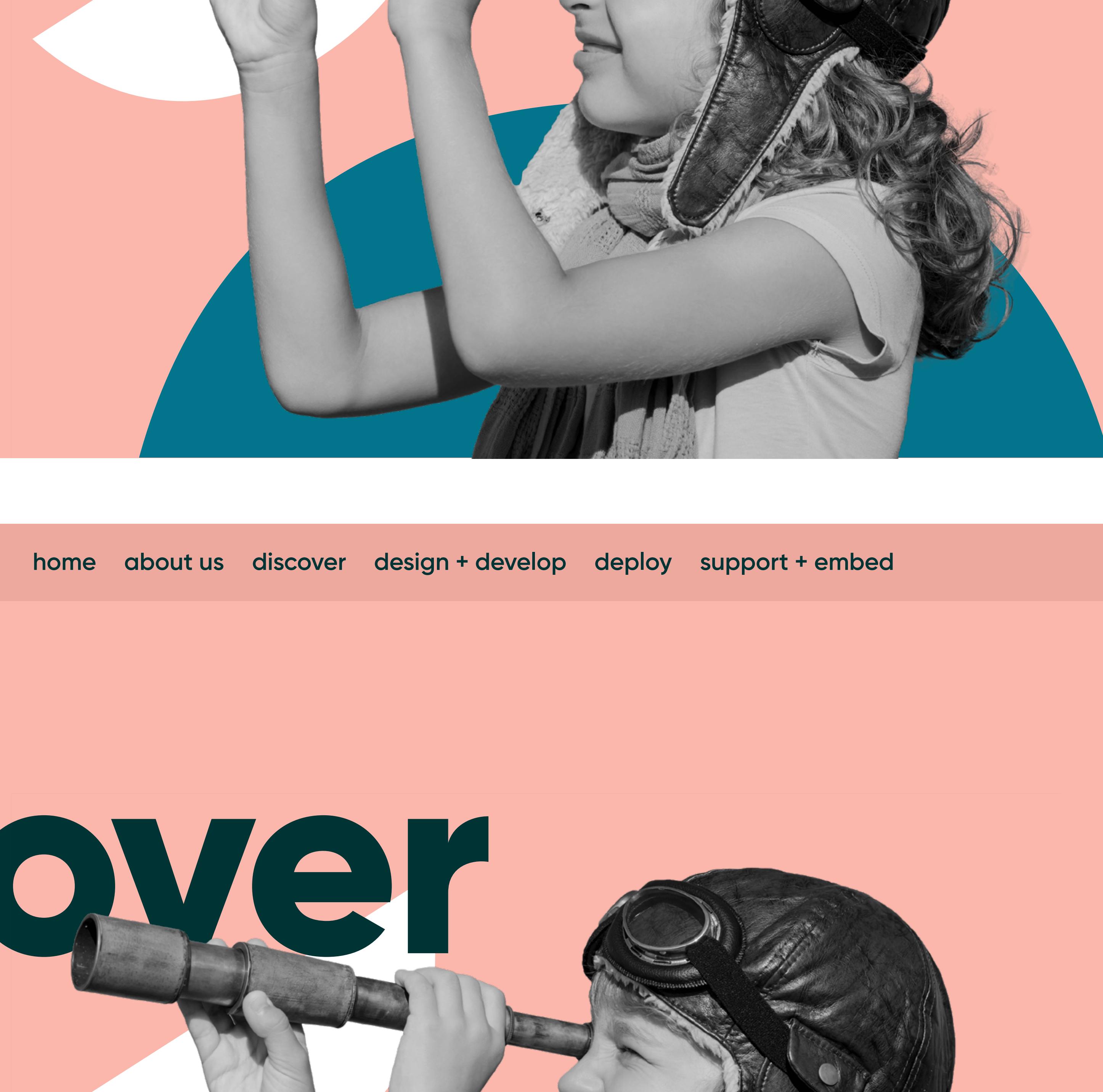
From the perspective of the financial institution, when your customers are being underserviced it becomes critical to go to the root cause and solve the problem.

[READ CASE STUDY +](#)

"I just want to say again how much I have appreciated working with the whole team and am incredibly thankful for the support you all provided on this piece of work."

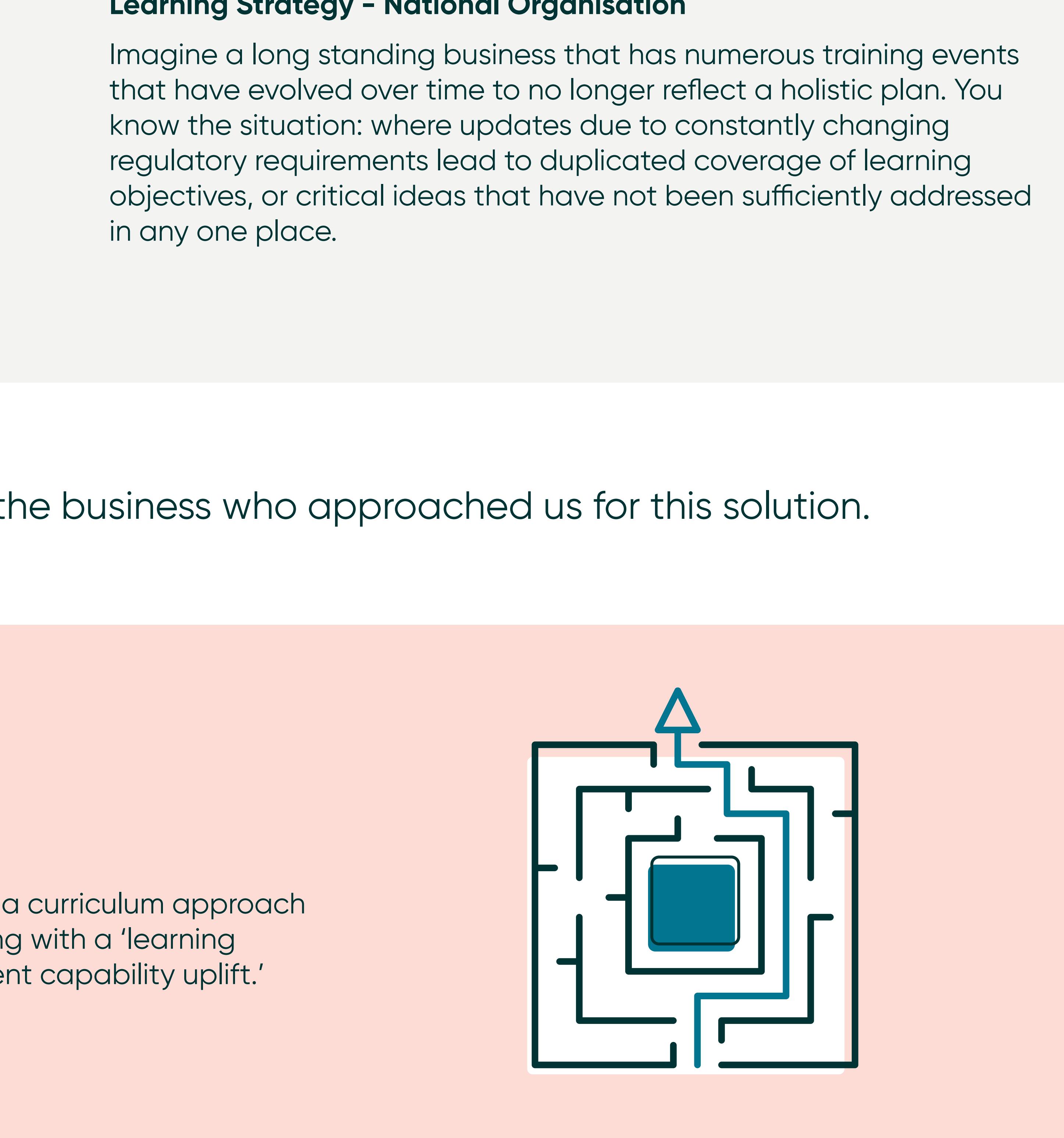
Aaryn - Financial Institute

Helping you
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discover

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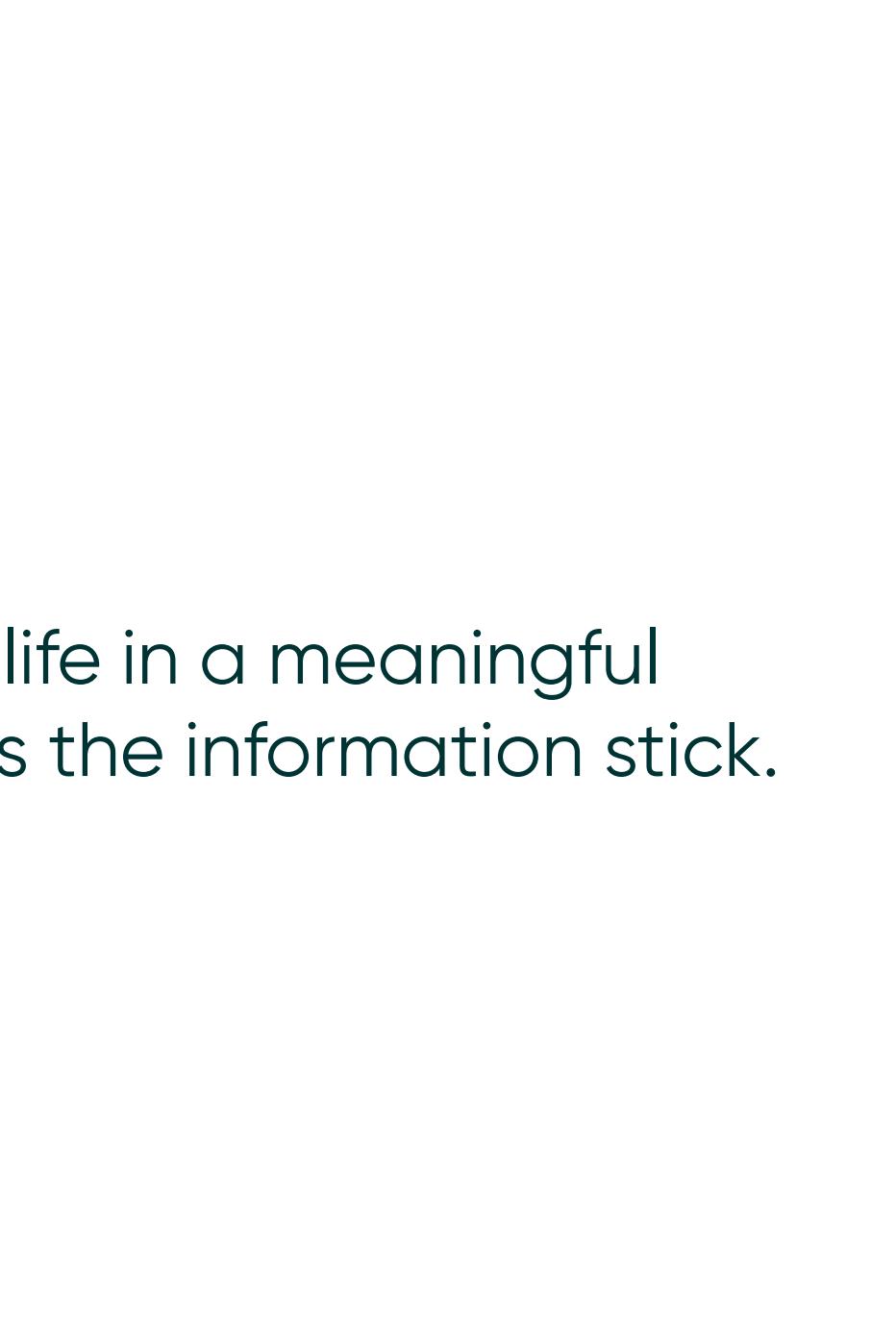
Case Study

Learning Strategy - National Organisation

Imagine a long standing business that has numerous training events that have evolved over time to no longer reflect a holistic plan. You know the situation: where updates due to constantly changing regulatory requirements lead to duplicated coverage of learning objectives, or critical ideas that have not been sufficiently addressed in any one place.

The challenge

We were charged with the goal to 'create a curriculum approach to the learning for the business unit' starting with a 'learning package that targets incident management capability uplift.'



The outcome

We developed a strategy for learning that met the businesses requirements, created a great learner experience, reduced duplication and radically reduced the amount of time the learner needed to spend in training – giving them time back to focus on their customers.

This strategy was signed off by the business and culminated in the first learning package, which became the model for other topics in the curriculum. The package included a series of learning bites, chosen carefully to best convey the content/skills being transferred.

Our solution

Develop a strategy for a holistic plan to deliver training. To do this, it was important to hear directly from the team about our audience, the current pain points/gaps we were trying to solve, and the key messages and behaviours that were needed to bridge the gaps. We also explored what an ideal learning solution might look like in their world. Our strategy was guided by our aim to have every learning experience be engaging, effective and not waste a moment of the learner's time.

The learning bites included:



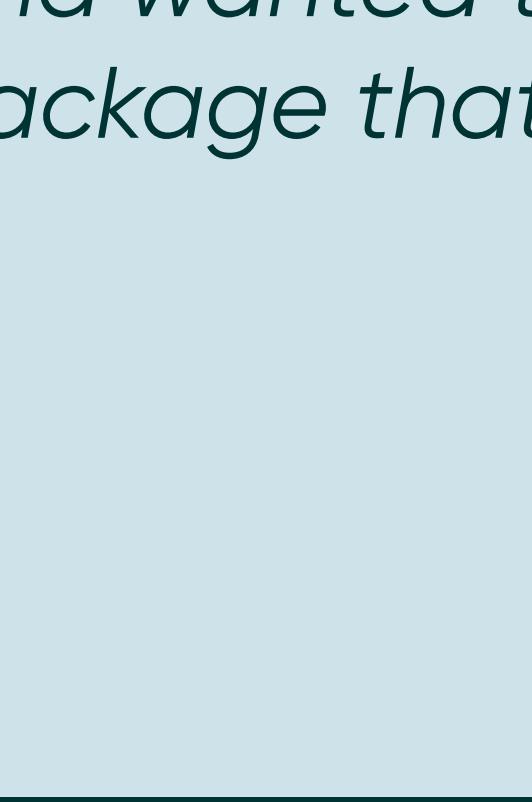
Animation – a technical process brought to life in a meaningful way that promotes understanding and helps the information stick.



eLearn – interactive scenarios establish context through story, to engage learners and improve transfer to the workplace.



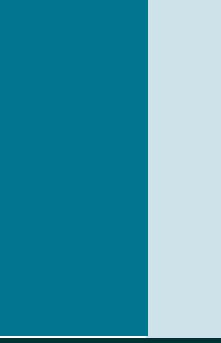
Podcast – adding variety to the learning experience while also tapping into a comfort level of listening to audio. In this situation, we were also able to use the media to tap into the experience of the leader of the business to inspire learners.



Infographic – a powerful way of simplifying and connecting concepts.

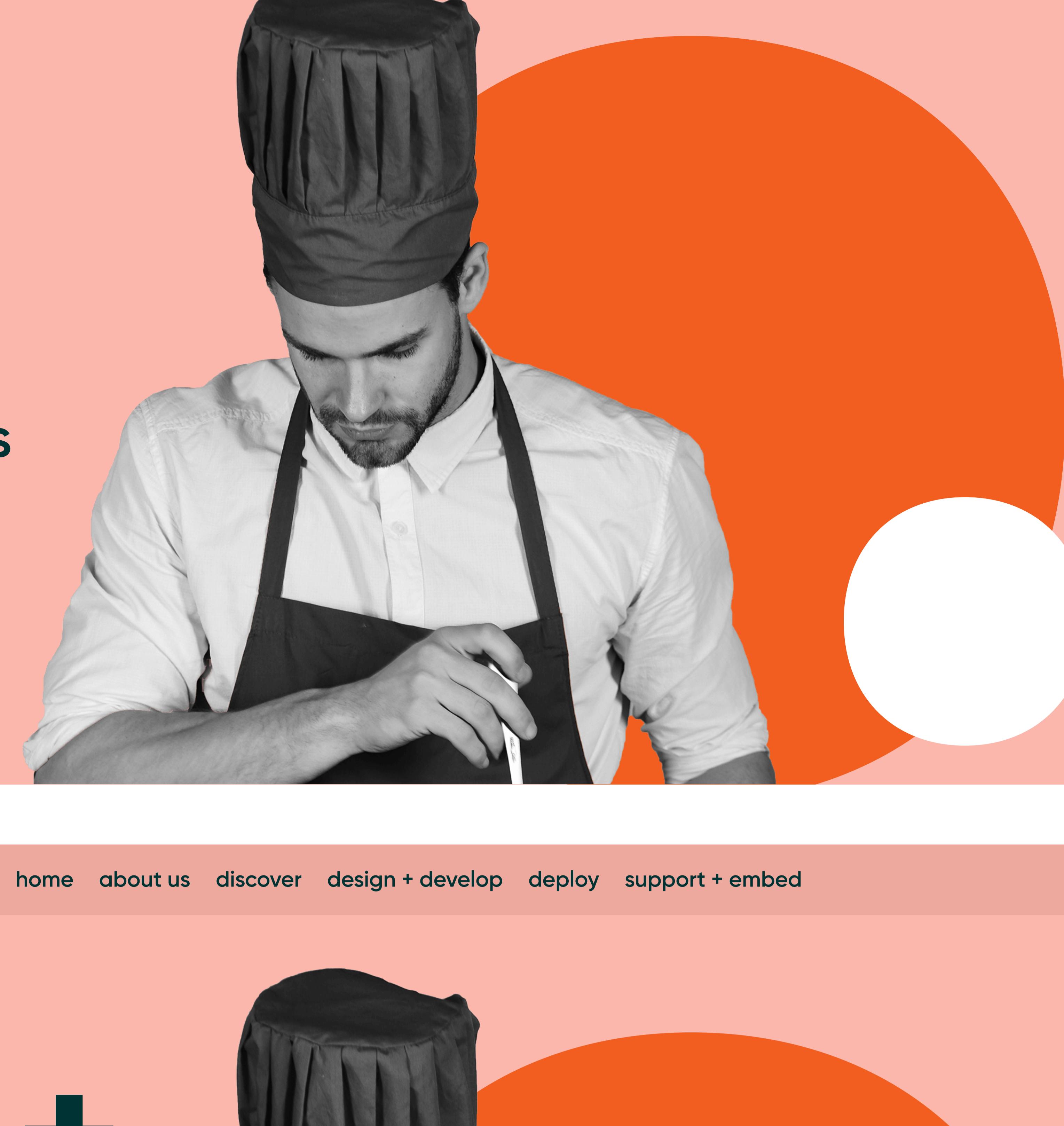


the response from our client...



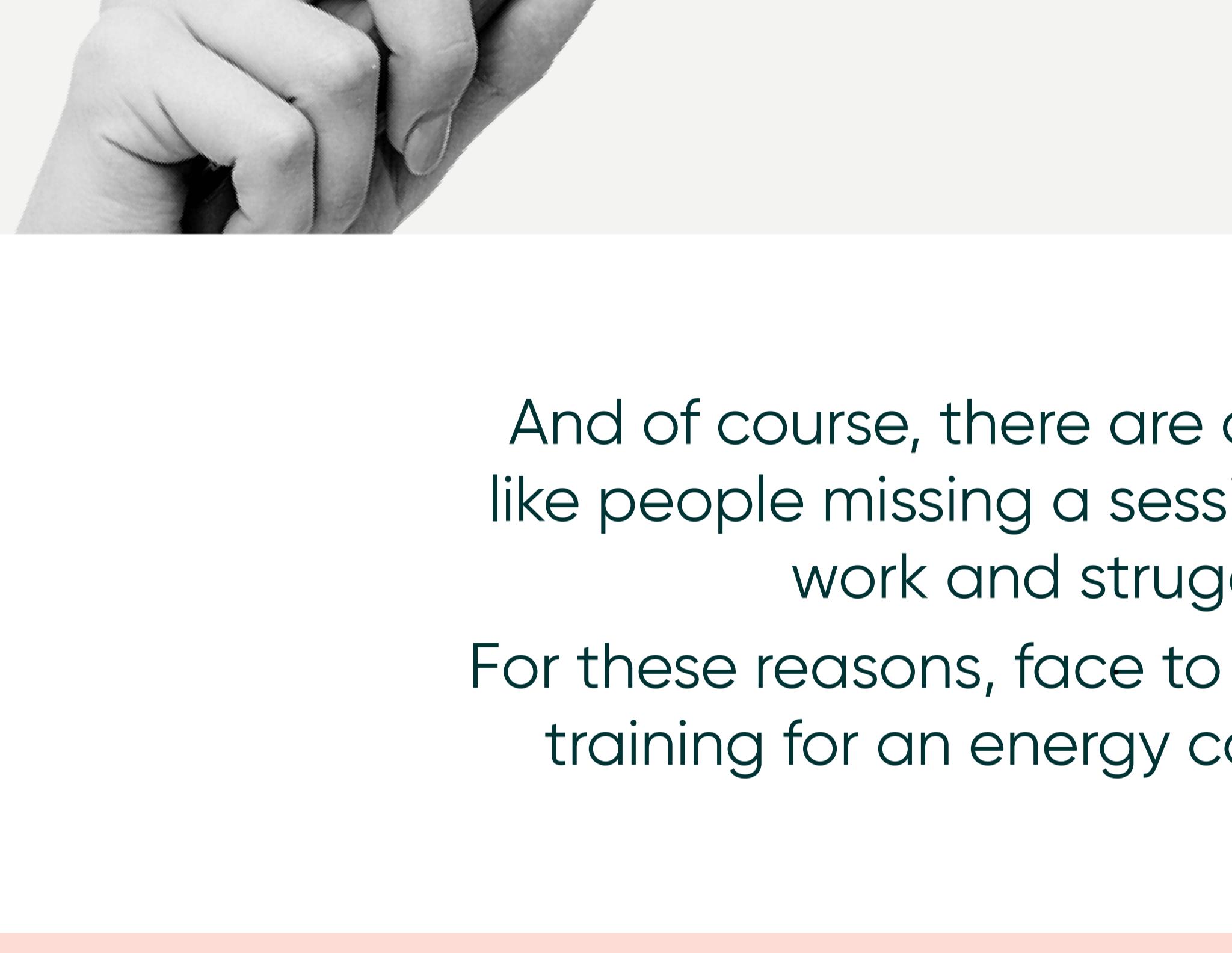
'I've been so impressed with the professionalism of the whole Message Train team and wanted to let you know. The incident management package that the team developed is fantastic.'

Creating immersive
and effective digital
learning experiences



design + develop

Creating immersive
and effective digital
learning experiences

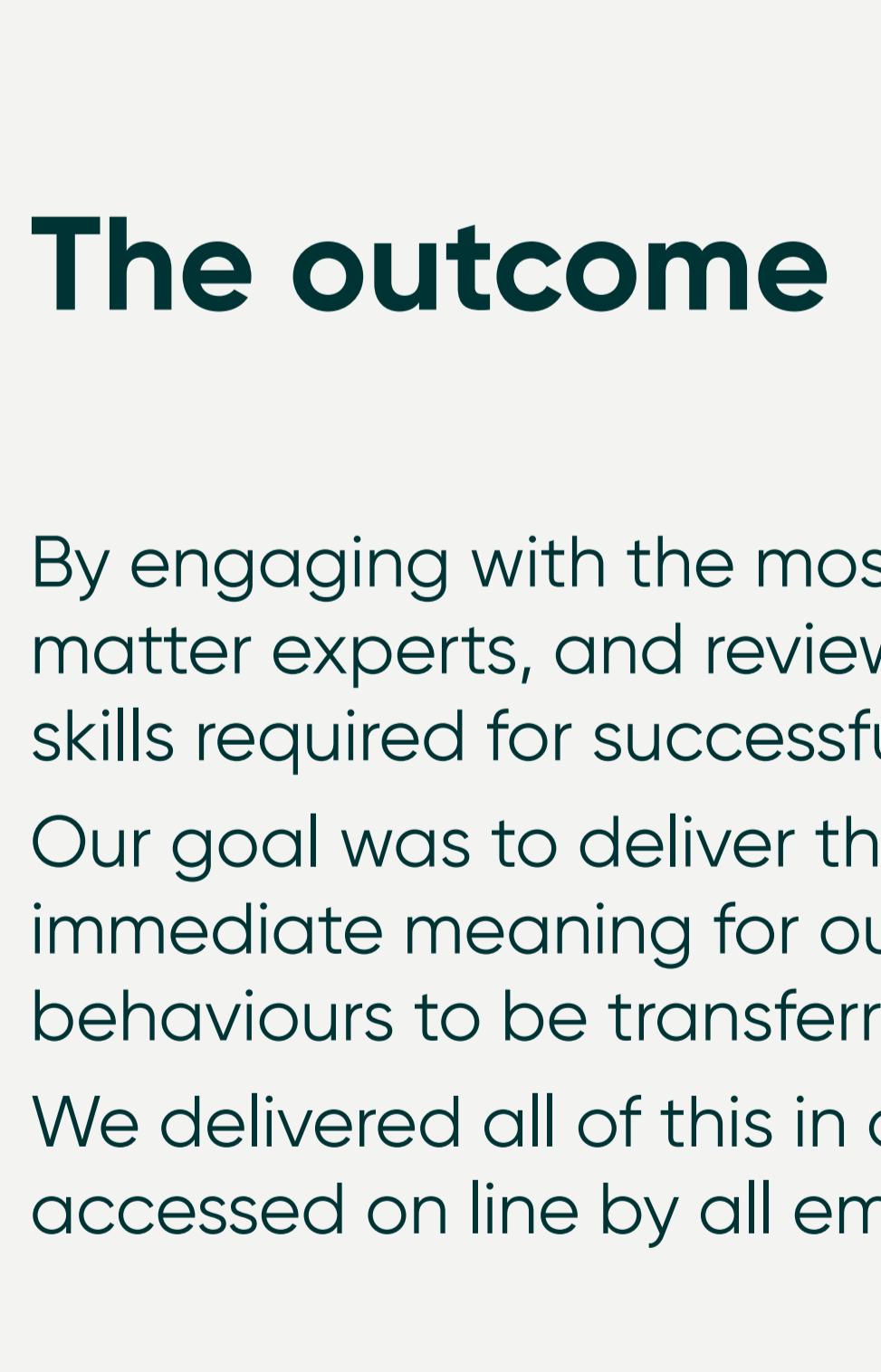


Case Study

Safety Training - Energy Company

What are your thoughts on face to face training? I'm sure we can all agree it has a lot of advantages but equally, there are shortcomings. Not the least of these is the many people and steps involved: from getting the request for training, to organising the session, and entering the assessment results into the learning system.

The challenge



Find a solution that makes the training accessible for **all** employees, at **all** times, and in **all** locations!



Our solution

Our solution was to employ a digital learning strategy. To do this we needed to take a complex topic and make it engaging, compact and easy to follow - reducing a day long face to face session to less than two hours of online learning.

The outcome

By engaging with the most experienced internal people as subject matter experts, and reviewers, we identified the critical content and skills required for successful outcomes on the job.

Our goal was to deliver the content in the context of scenarios with immediate meaning for our audience, allowing the key ideas and behaviours to be transferred directly into the workplace.

We delivered all of this in a package of six modules that could be accessed online by all employees no matter where or when required.



what our client said...

'What we have is six fantastic online modules that deliver the site safety training. By developing these modules we don't just have an innovative solution for delivering the site safety rules but we have invested into a smarter, more cost effective, way of working.'

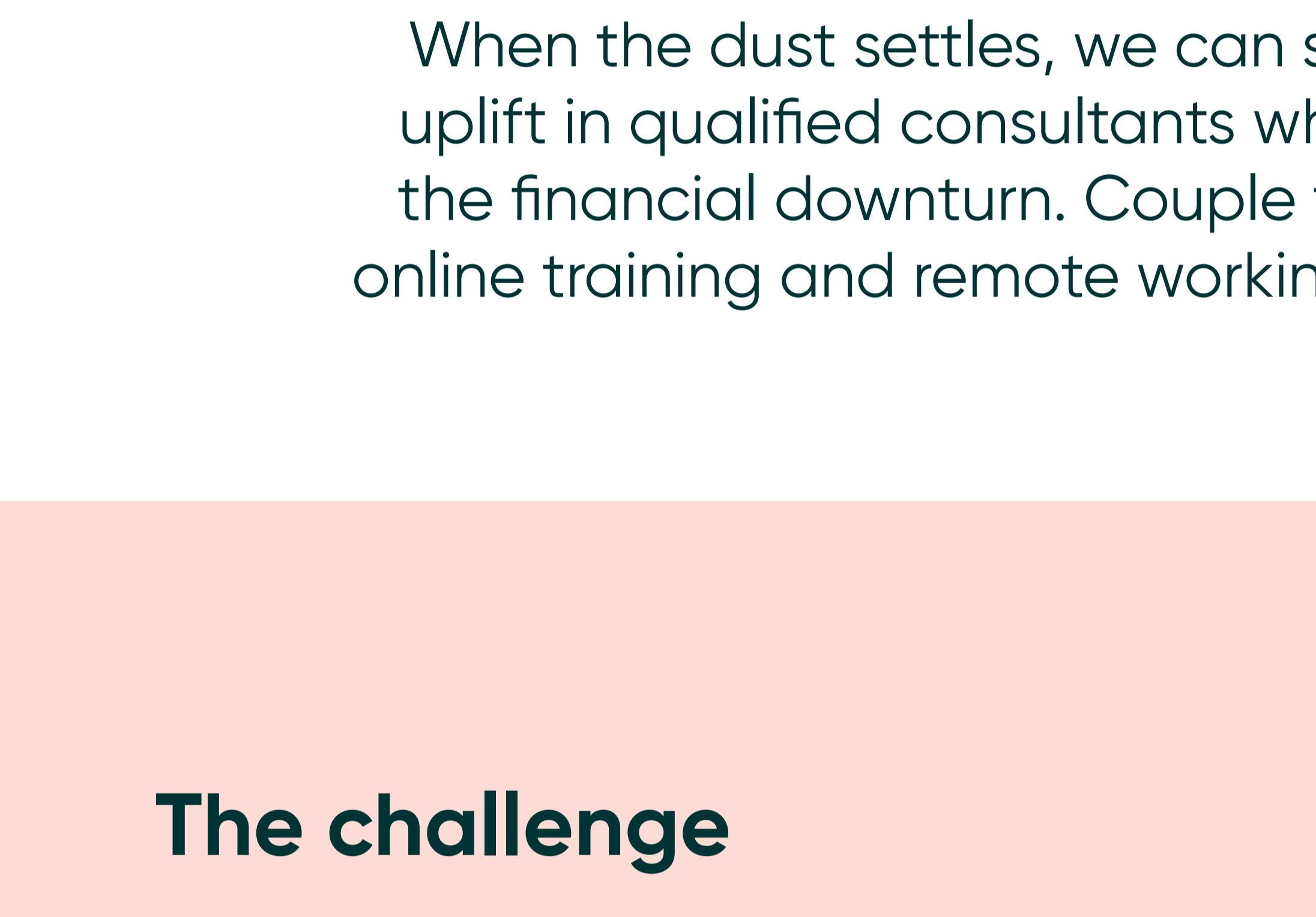
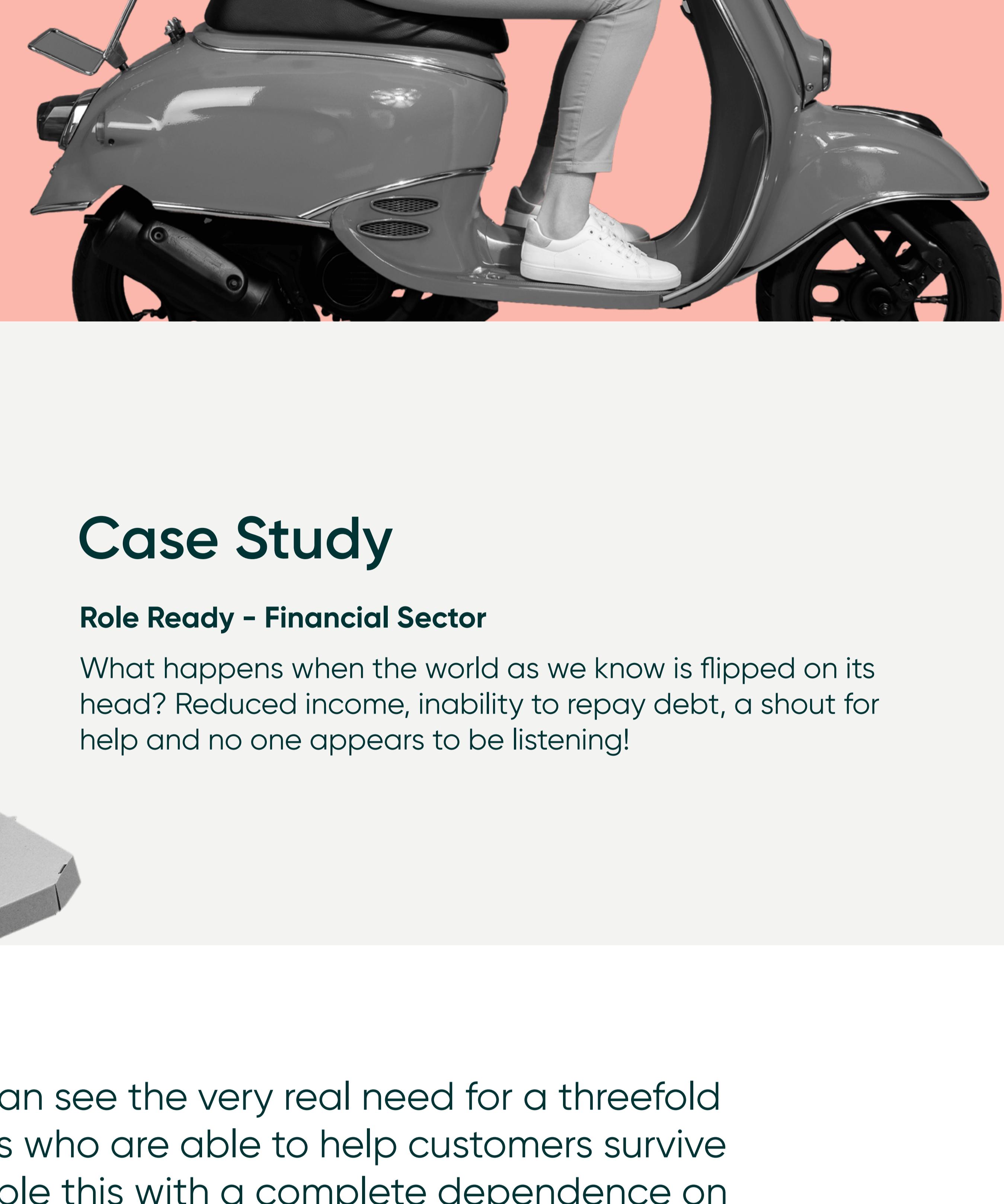
Project Lead, Energy Company

Being there to guide your digital learning deployment



deploy

Being there to guide your digital learning deployment



Case Study

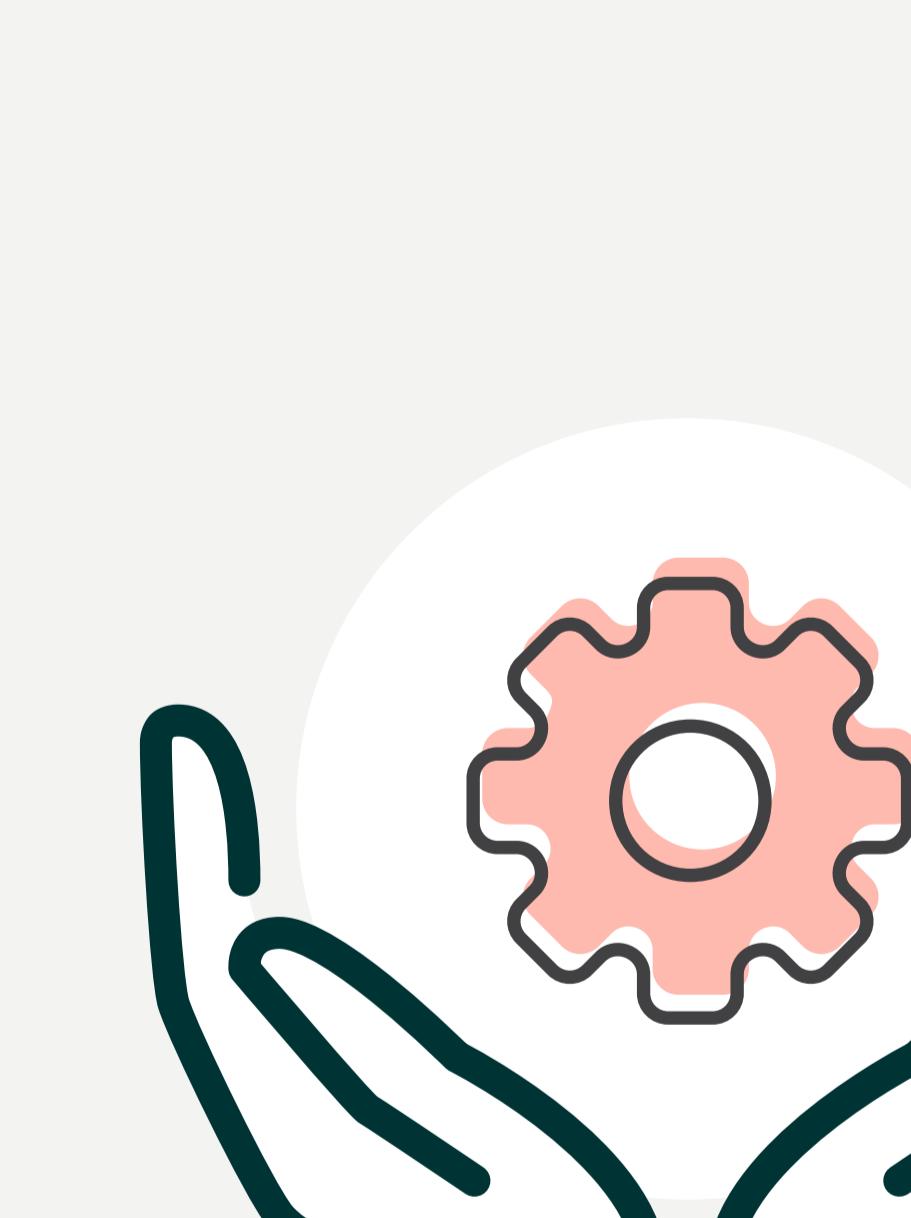
Role Ready - Financial Sector

What happens when the world as we know is flipped on its head? Reduced income, inability to repay debt, a shout for help and no one appears to be listening!

When the dust settles, we can see the very real need for a threefold uplift in qualified consultants who are able to help customers survive the financial downturn. Couple this with a complete dependence on online training and remote working, and you have a very real challenge.

The challenge

Design a program to set new customer consultant team members of a mortgage lender up for success in the shortest time possible, without compromising quality. The program had to be scalable and ensure skills development.



The outcome

The result was a comprehensive and flexible role ready training program covering all essential skills that included:

- Virtual Workshop facilitator guides and supporting presentations
- Self-paced activities providing an opportunity for learners to practice their skills and embed knowledge
- Quick Reference Guides and Systems User Guides to use when on the floor

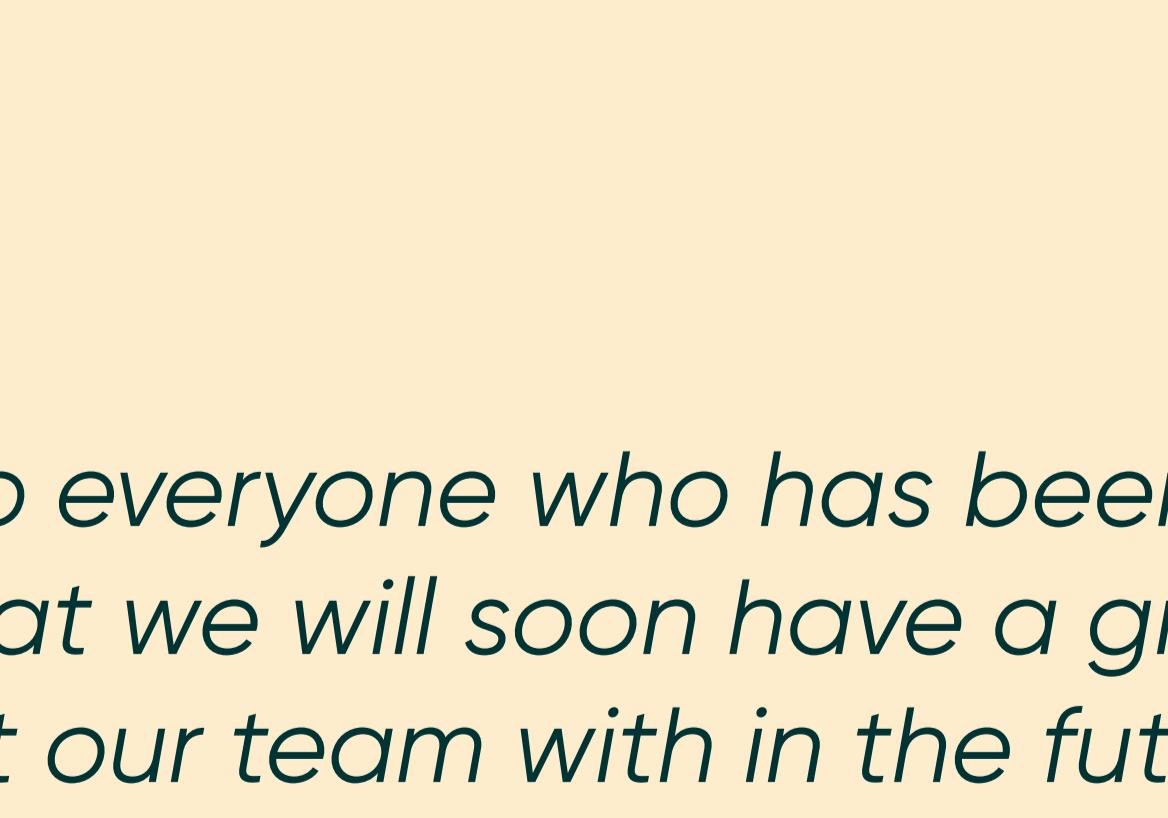
Underpinning the training was a New Starter Guide and Facilitator Overview that included onboarding information and a guide on how to get the best from the learning program.



Our solution

We provided new starters a first-class blended learning journey, which reached beyond the first two weeks into a program that could be tailored to their needs and the needs of the business.

The intent was to ensure that new starters gained the knowledge and skills required through seeing, questioning and doing, and to operate at the highest level from the moment they started work 'on the floor'.



feedback from our client...



'Thank you and well done to everyone who has been part of this. Very exciting that we will soon have a great training program to support our team with in the future.'

We acknowledge the Traditional Custodians of the lands on which we live and pay our respects to their Elders past, present and emerging.

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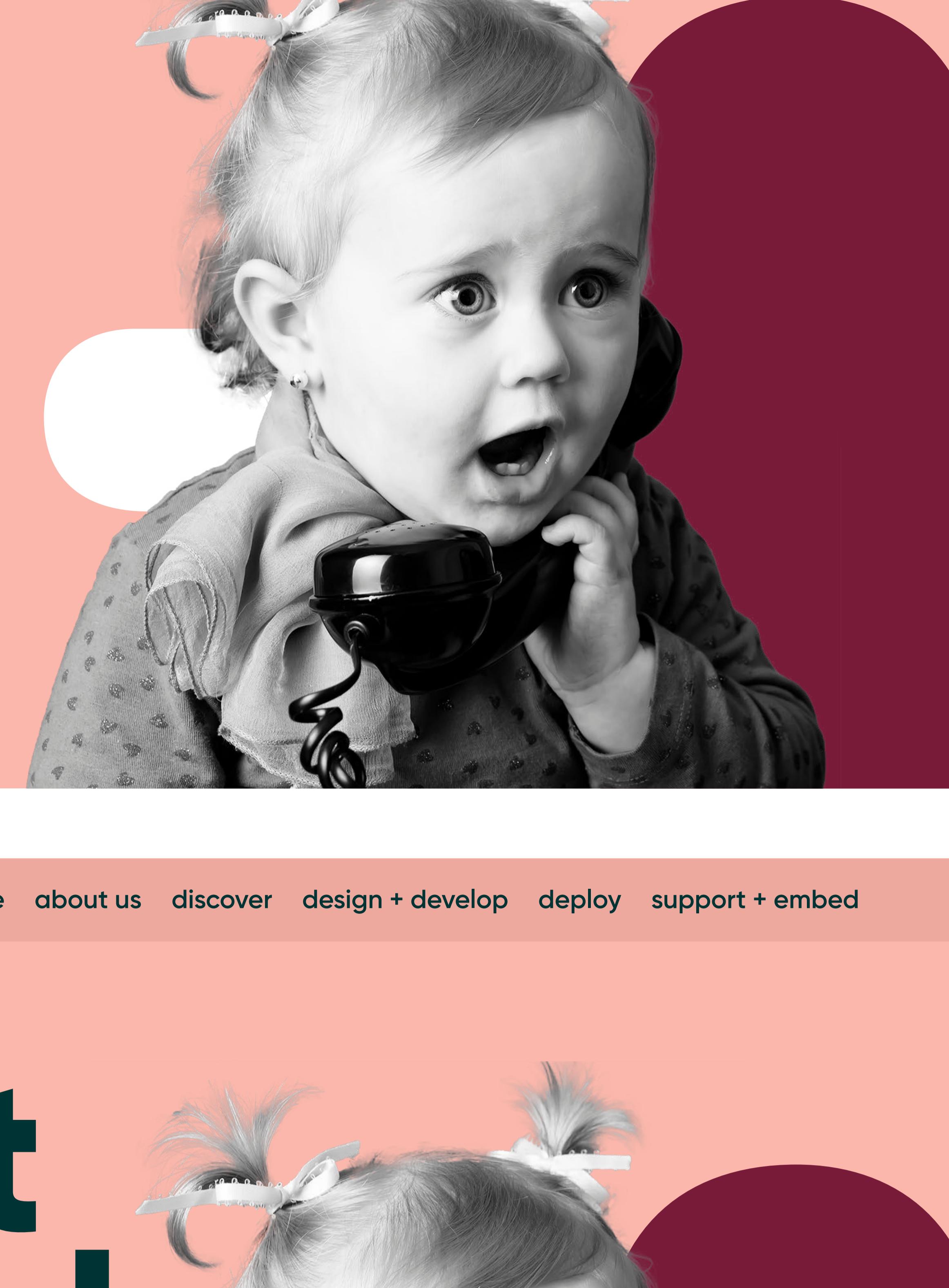
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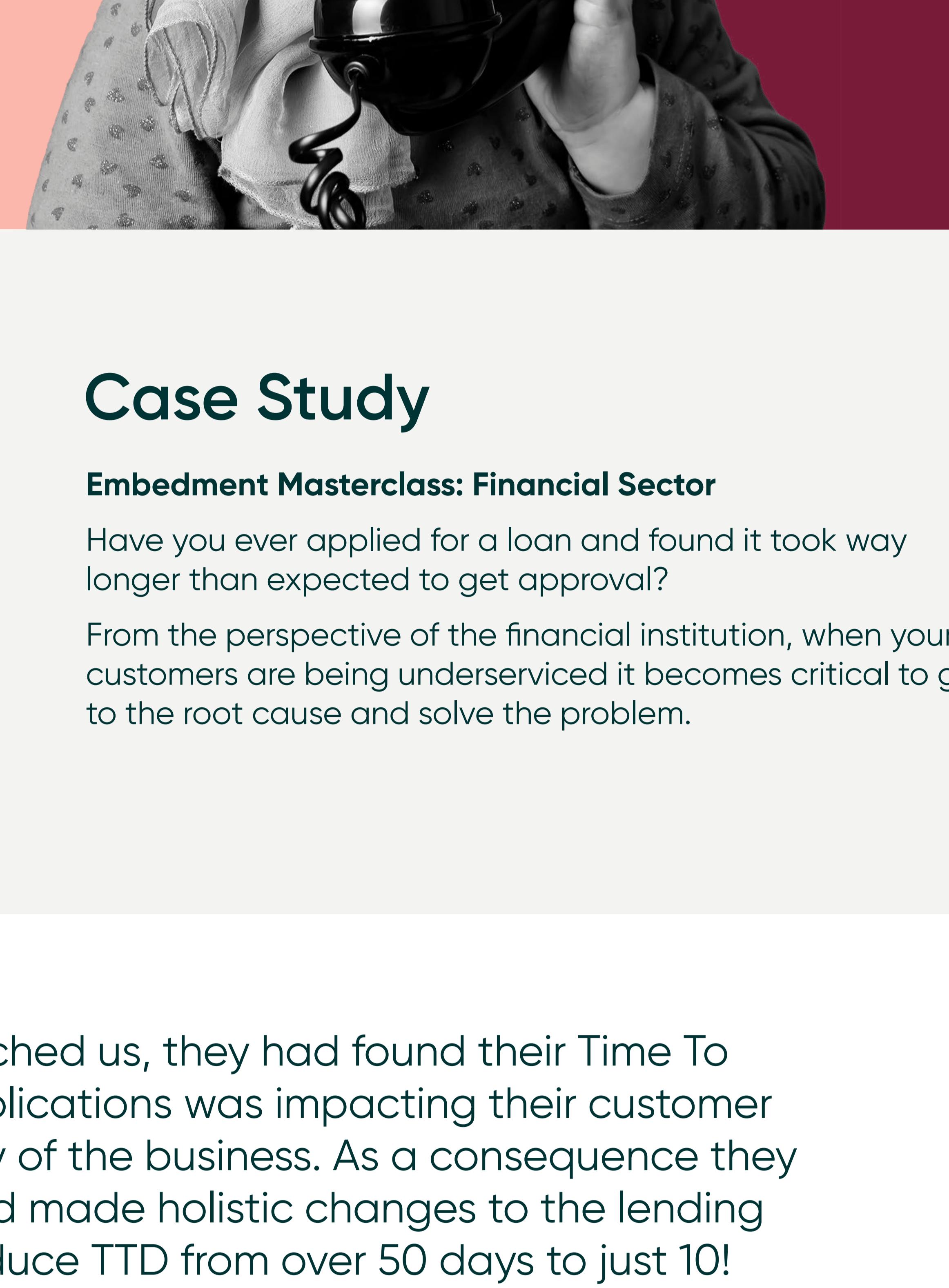
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Embedding your learning outcomes and supporting your learner on the job



support + embed

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Case Study

Embedment Masterclass: Financial Sector

Have you ever applied for a loan and found it took way longer than expected to get approval?

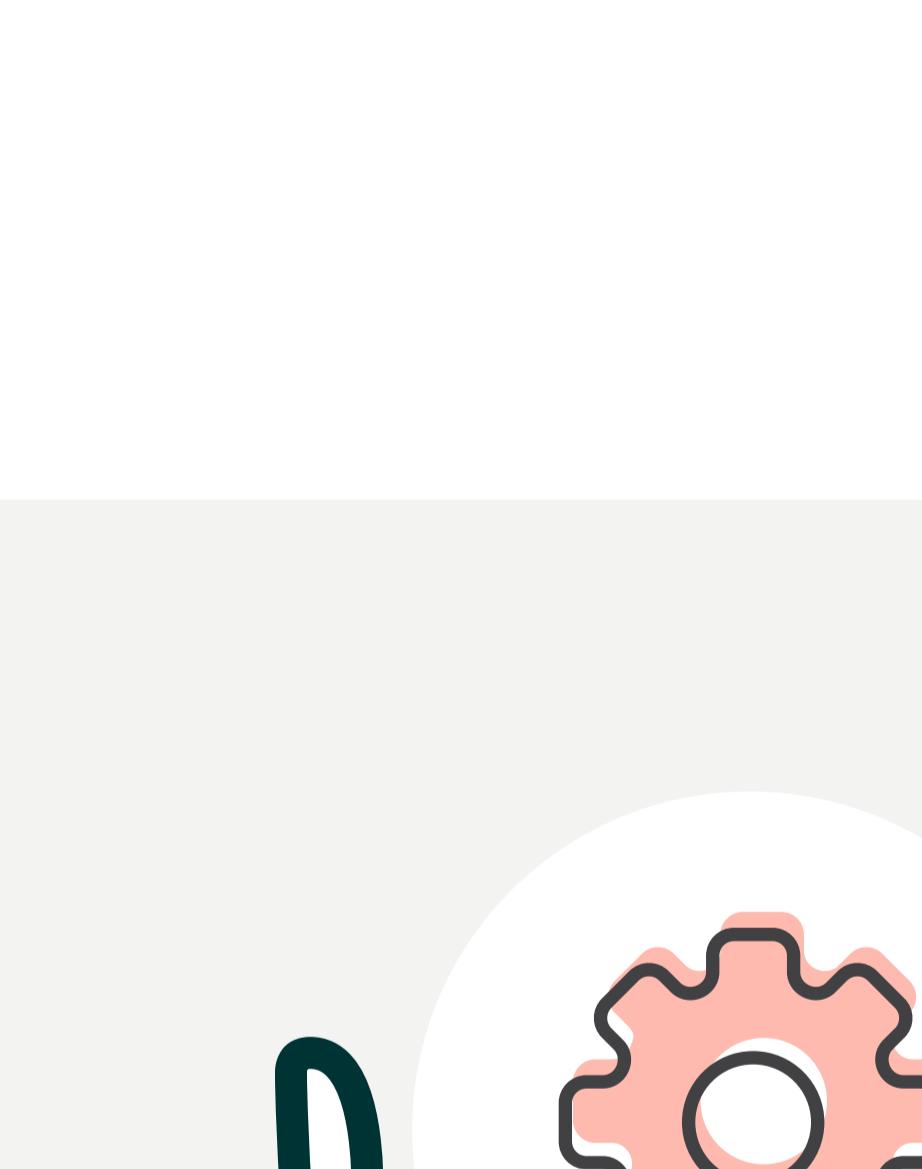
From the perspective of the financial institution, when your customers are being underserviced it becomes critical to go to the root cause and solve the problem.

When our client approached us, they had found their Time To Decision (TTD) for loan applications was impacting their customer experience and productivity of the business. As a consequence they completed an analysis and made holistic changes to the lending process to effectively reduce TTD from over 50 days to just 10!

Now, it was time to bring their people onboard and adopt the mantra – ‘We are all accountable together to get this right’.

The challenge

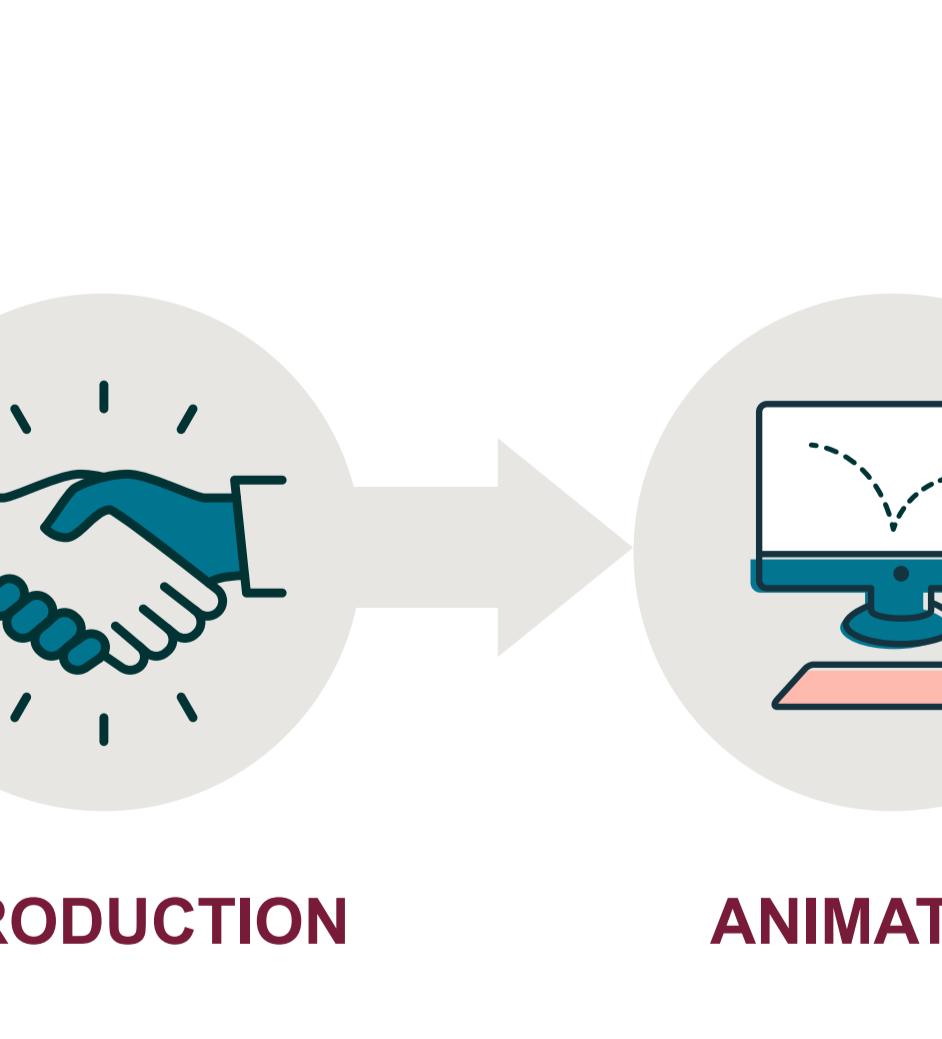
We were charged with designing a learning event to help lenders and associates understand the lending process and make a personal commitment to ‘first time right’, every time.



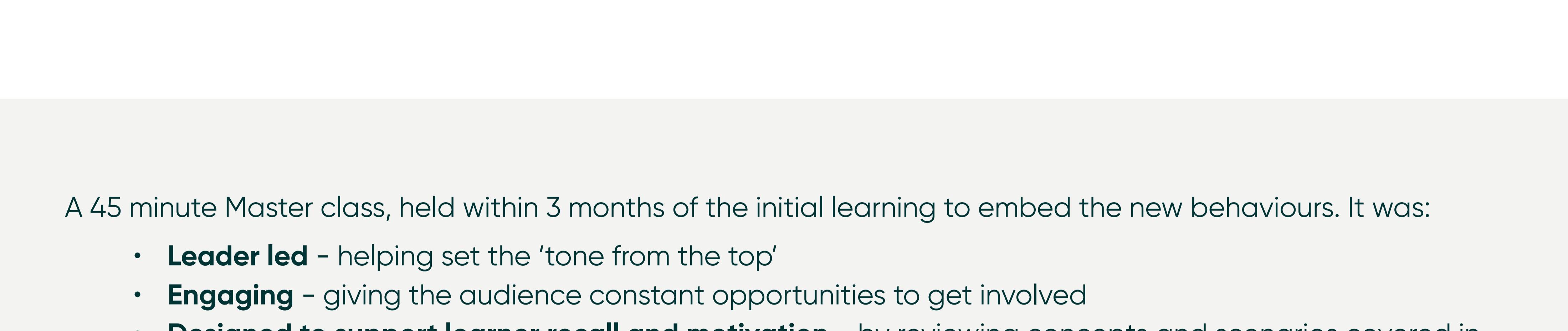
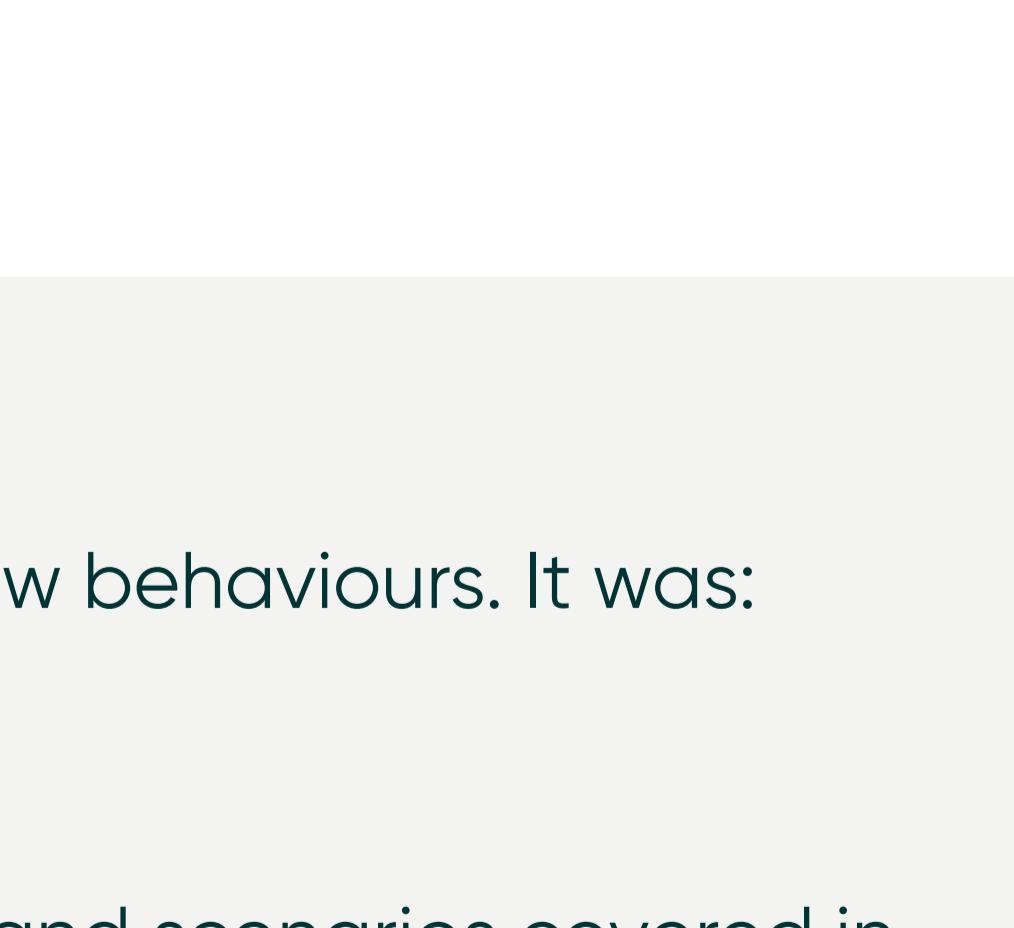
The outcome

After numerous meetings refining key messages and content we delivered:
A 15 minute eLearn, designed in such a way that it could be used into the future as a learning tool for new to role people.

Our solution



What we needed here was an initial short, sharp eLearn to introduce the new process and provide opportunity to practice decision making in context of real world scenarios. This would generate a shared understanding going forward so that all stakeholders in the process were ‘on the same page’. Knowing that true behaviour change is brought about by repetition, we supported the eLearn with a Master Class designed to drive a culture shift and embed new behaviours. The aim was to encourage a personal commitment by everyone involved to do their part to reduce Time to Decision to the new benchmark.



A 45 minute Master class, held within 3 months of the initial learning to embed the new behaviours. It was:

- **Leader led** – helping set the ‘tone from the top’
- **Engaging** – giving the audience constant opportunities to get involved
- **Designed to support learner recall and motivation** – by reviewing concepts and scenarios covered in the eLearn
- **A moment to check in** – encouraging participants to contribute their personal learnings as it’s often when you verbalise what you know that you understand it better

Around the time the learning became part of BAU, the TTD was approaching 20 days and decreasing.

If you have a problem,
we will find the solution
that will work best for
you and your business.



Give us a call

Our team of carefully selected education professionals includes Project Managers, Instructional Designers, Graphic Designers and Programmers.

We have the skills you need to deliver innovative learning solutions.

To connect with one of our expert team members, call us on 02 6352 4379 or send us a message and we'll be in touch.



Send us a message

First & Last Name*

Phone number*

Email address*

Company name (optional)

Message*

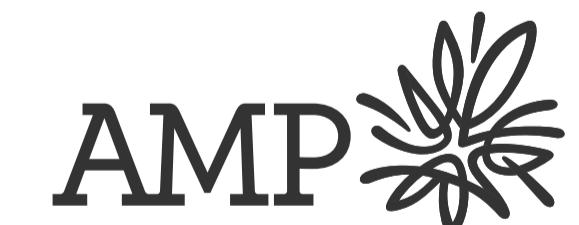
Your message here...

* Fields required

Contact us now!



IT'S HOW
WE CONNECT



We acknowledge the Traditional Custodians of the lands on which we live and pay our respects to their Elders past, present and emerging.

Explore

Home
About Us
Discover
Design + Develop
Deploy
Support + Embed

Location

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